

ADDENDUM

Addendum No.: C1577M-A

Date: August 4, 2004

Manuals Affected: CM9760 Series Manuals – **C538M-A, C539M-A, C540M-B, C541M-C, C542M-B, C543M-A, C544M, C549M-A, C572M, C573M-D, C578M, C579M, C1501M, C1503M, C1510M-QS, C1510M-A, C1520M-B, C1528M-D, C1940M, C1941M, C1942M, and C1943M**

Manual Update: The CM9760-CC1 has been replaced with the CM9700-CC1 and the CM9760-MGR management software has been replaced with the CM9700-MGR management software.

Keep the following in mind when referring to the instructions contained in these manuals:

- The CM9700-CC1 contains the latest CC1 software (version 9.01 or higher), and is programmed with the new CM9700-MGR management software.
- Despite the difference in model numbers, the CM9700-CC1 functions the same as the CM9760-CC1 and most of the information in these manuals applies to version 9.01 (or higher) CPU.
- You can add the CM9700-CC1 to an existing CM9760 system if you upgrade the existing CM9760-CC1 units with the current software (version level 9.01 or higher).

Software version 9.01 requires a minimum of 16 MB of RAM in the CPU. If required, you can upgrade the RAM in older CM9760-CC1 units using the software upgrade kit appropriate for your CPU.

- Do not use the CM9760-MGR instructions contained in these manuals. Refer to the CM9700-MGR Getting Started Software Guide, on-screen help, or Online Help for instructions.



Pelco World Headquarters • 3500 Pelco Way, Clovis, California 93612-5699 USA • www.pelco.com

USA & Canada: Tel: 800/289-9100 • Fax: 800/289-9150

International: Tel: 1-559/292-1981 • Fax: 1-559/348-1120



System 9760®
Installation Guide

C1503M (11/99)

CONTENTS

Section	Page
SYSTEM UNPACKING AND RACKING	3
SYSTEM DATA CONNECTIONS	4
ADDITIONAL HOOKUP INFORMATION	5
SYSTEM VIDEO CONNECTIONS	5
DEFINITIONS	5
VIDEO INPUTS	5
SINGLE-BAY SYSTEMS	5
MULTI-BAY SYSTEMS	6
VIDEO OUTPUTS	6
NETWORKING	6
SYSTEM PROGRAMMING	6
CM9760-MGR	6
SET 9750	6
DOS	7
FILE MAINTENANCE	7
TRANSFER FILES FROM CM9760-CC1 TO CM9760-MGR	7
TRANSFER FILES FROM CM9760-MGR TO 3.5-INCH FLOPPY DISK	7
TRANSFER FILES FROM 3.5-INCH FLOPPY DISK TO CM9760-CC1	8
RENAMING CONFIGURATION FILES	8
VERIFYING OPERATION	9
APPENDIX	9
SYSTEM PORT SETTINGS TABLE	9
SETUP DRAWINGS	11
TYPICAL CONNECTIONS	11
WARRANTY AND RETURN INFORMATION	40

LIST OF ILLUSTRATIONS

Figure	Page
1 CM9760-CC1 Typical Port Layout	11
2 CM9760-MXB Typical Connections	11
3 496 X 16	12
4 496 X 16 Looping	13
5 736 X 16	14
6 736 X 16 Looping	14
7 976 X 16	15
8 976 X 16 Looping	16
9 496 X 32	17
10 496 X 32 Looping	18
11 736 X 32	19
12 736 X 32 Looping	20
13 976 X 32	21
14 976 X 32 Looping	22
15 256 X 48	23
16 256 X 48 Looping	24
17 496 X 48	25
18 496 X 48 Looping	26
19 736 X 48	27
20 736 X 48 Looping	28
21 976 X 48	29
22 976 X 48 Looping	30
23 256 X 64	31
24 256 X 64 Looping	32
25 496 X 64	33
26 496 X 64 Looping	34
27 736 X 64	35
28 736 X 64 Looping	36
29 976 X 64	37
30 976 X 64 Looping	38

This guide is intended to help you with the basic installation and setup of the Pelco System 9760® Matrix Switcher and Controller. This guide is not a replacement for the system manual, but rather a tool to help you quickly get the system up and running.

Before shipping, Pelco sets up, tests, and programs each system according to the individual sales order. As a first step, verify that the packing slip corresponds to your sales order. Contact us immediately if there is a discrepancy.

This guide covers the following:

1. System Packing and Racking
2. System Data Connections
 - CM9760-CC1 System CPU
 - CM9760-MXB Matrix Bays
 - CM9760-KBD System Keyboards
 - CM9760-MGR Manager Program
 - Receiver Connections
 - CM9760-NW1
 - Peripheral Equipment
3. System Video Connections
 - Definitions
 - Video Inputs
 - Down-Framing Interconnections
 - Side-Framing Interconnections
 - Video Outputs
 - Networking
4. System Programming
 - Manager Program
 - SET 9750 Program
5. DOS
6. File Maintenance
 - Transfer Files from CM9760-CC1 to CM9760-MGR
 - Transfer Files from CM9760-MGR to 3.5-Inch Floppy Disk
 - Transfer Files from 3.5-Inch Floppy Disk to CM9760-CC1 Hard Drive
 - Renaming Configuration Files
7. Verifying Operation
8. Appendix
 - System Port Settings Table
 - Setup Drawings

SYSTEM UNPACKING AND RACKING

1. Unpack and inspect all equipment and verify delivery according to the packing slip.
2. Remove and save all manuals and cabling from all packages and keep them with their associated equipment.
3. Locate in your documentation the following:
 - The page entitled **System 9760 Factory Default Port Settings**. This important document contains specific information about your system. All System 9760s are pre-programmed based on specific criteria in the system order.
 - System 9760 manual binders.
4. For best results and a clean installation, install the System 9760 using standard EIA 19-inch racks. Leave one rack unit space between each card cage for effective cooling.
5. Review the sample drawings in the appendix and select the configuration that most closely resembles the system you are installing.

6. Install the system CM9760-CC1 CPU and CM9760-MXB matrix bays near each other. Note that each CM9760-MXB has a unique label for identifying the bay location in the installation. This ID information is important in ensuring correct video and data connections.
7. Install any system peripherals in a convenient location.
8. Locate the CM9760-KBD system keyboard(s), CM9505-UPS power supply(s), and the two RJ-45 data cables supplied with each keyboard.
9. Connect all power line cords to the equipment. **Do not apply** power to the equipment at this time.

SYSTEM DATA CONNECTIONS

1. **CM9760-CC1**
This is the main system controller, often called the CPU.
 - a. Copy the supplied system port settings from the System 9760 Factory Default Port Settings to the System Port Settings Table in the appendix of this installation guide.
 - b. Enter the label information from each matrix bay in the Description section (to avoid confusion after completing the installation).
 - c. Update this table as the installation proceeds.
2. **CM9760-MXB**
This is the video matrix (switching) bay that contains the video input, output modules, and bay controller module.
 - a. Follow the System Port Settings Table and connect the CM9760-CC1 to the CM9760-MXB bays using the supplied RJ-45 data cables.
 - b. Be sure to match the matrix bay label to the CM9760-CC1's port.
3. **CM9760-KBD**
This is the system keyboard for operator control commands.
 - a. Locate the RJ-45 data cable labeled "STRAIGHT." Connect one end to the COM1 input on the bottom of the keyboard; connect the other end to the KEYBOARD input on the CM9505-UPS power supply.
 - b. Locate the cable labeled "REVERSED." Identify the keyboard on the System Port Settings Table. Connect one end of this cable to the appropriate data port on the CM9760-CC1; connect the other end to the CARD CAGE input on the CM9505-UPS.
4. **External PC/CM9760-MGR**
The CM9760-CC1 provides two 9-pin sub-miniature D connectors used for standard RS-232 communications with the CPU. COM1 is set at the factory for use with the CM9760-MGR program used for system programming.
 - a. Connect one end of a standard 9-pin sub-D cable (not supplied) to the CM9760-CC1 and the other end to the external PC.
 - b. Be sure the Com port settings on the PC match the settings for COM1 on the CM9760-CC1.
 - c. Refer to the *Hardware Installation* section in the CM9760-MGR System 9760 Administrative Software Manual.

ADDITIONAL HOOKUP INFORMATION

- **Comms File**
The Comms Setup File contains information about the equipment that is attached to your system. Access the Comms dialog box by clicking on the Comms tab in the Setup 9760 Configuration dialog box. Refer to the *Comms Setup File (.SCP File)* section in the CM9760-MGR System 9760 Administrative Software Manual for information.
- **Pan And Tilt Receivers and Domes**
Each port can have up to 16 receivers or domes when using hardwired RS-422 communications connected in a daisy chain configuration.
- **Ports**
Use the System Port Settings Table to determine which ports are not in use. When setting up pan and tilt devices for use with the System 9760, edit the Comms file using Pin #9 as the equipment number. Be sure the assigned port's baud rate and parity match that of the pan and tilt receiver. Refer to the *Comms Setup File (.SCP File)* section in the CM9760-MGR System 9760 Administrative Software Manual.
- **Peripheral Equipment**
Refer to the specific user manual for a description of each device. An RJ-45 data cable is included with each device. Using the Factory Default Port Settings page and the device's interconnect cable, connect all peripheral equipment to its appropriate data port. If the device is not shown on the Factory Default Port Settings page, refer to the major section *Configuring the System 9760 with the Pelco Window Set 9760* in the CM9760-MGR System 9760 Administrative Software Manual. Also, refer to *Video Inputs* and *Video Outputs* sections for information on connecting video sources and outputs.
- **CM9760-NW1**
This CPU serves as a communications hub when networking two or more System 9760s. This unit includes its own Factory Default Settings table. Use both tables to determine which ports are used for data interconnection between the CM9760-CC1s and the CM9760-NW1.

SYSTEM VIDEO CONNECTIONS

For best results, use crimp-on BNCs only. Do not use screw-on BNCs—these typically do not provide adequate ground and signal connections.

DEFINITIONS

- Bay Capacity:** A single CM9760-MXB can support up to 256 inputs (in increments of 16) and 16 outputs (in increments of 4).
- Side Framing:** A technique to expand the matrix video inputs beyond 256.
- Down Framing:** A technique to expand the matrix video outputs beyond 16.
- Video Tie Lines:** A method for connecting side-framed matrix bays together and networked systems together. A video tie line is a video output from one bay connected to the video input of another. In a networked system, a tie line provides the video path necessary to view video from a remote node.

VIDEO INPUTS

SINGLE-BAY SYSTEMS

Refer to the sample drawings in the appendix. Connect all video sources (cameras, VCRs, etc.) to the video input BNCs at the rear of the CM9760-MXB(s). Connect video 1 to the BNC marked "1," video 2 to the second BNC directly below "1," and so on until all video cables are connected. If the system is set up for looping, terminate the looped output at 75 ohms.

MULTI-BAY SYSTEMS

1. **Down-Framing** – For systems with more than 16 monitor outputs, you must passively loop the video from the first CM9760-MXB to the second CM9760-MXB for the next 16 monitors. The best location for the second bay is below the first bay, as shown in the system drawing. Connect the supplied multi-coax ribbon cable from the bottom of the first bay to the down-frame loop input of the second. Continue in this manner connecting all down-framing bays.
2. **Video-Looping** – If your system is configured for video looping, properly terminate the video cable at the last connection with 75 ohm.
3. **Side-Framing** – For systems with more than 256 video inputs, connect the 16 video outputs from the second matrix bay to the first 16 video inputs of the first bay. The best location for the second bay is next to the first bay on the same level, as shown in the system drawing. Continue in this manner connecting all side-framing bays.

VIDEO OUTPUTS

Connect all video outputs from the CM9760-MXB to their desired device (that is, monitors, printers, VCRs, etc.). Terminate the device at 75 ohms.

NETWORKING

For networked systems, refer to the system drawing to determine which monitor outputs and camera inputs were assigned as video tie lines. Connect the monitor outputs assigned as tie lines of one system to the video inputs assigned as tie lines of the other, and vice versa.

SYSTEM PROGRAMMING

Apply power to the CM9760-CC1, keyboard, monitor, and PC (as appropriate to the method of programming) for system programming.

The two methods of programming the CM9760 system are as follows:

CM9760-MGR

This is the preferred programming method. It requires an external IBM-compatible PC running Windows® 95 and the supplied CM9760-MGR Manager Program. Pelco recommends using an AT-type keyboard and VGA monitor. All system programming can be done off-site and later downloaded (transferred) to the CM9760-CC1 by writing flat files (see the *DOS* section for an explanation of flat files). Or you can do direct "live" programming through an RS-232 connection between the PC and the CM9760-CC1. See the *Installing the 9760-MGR Software* section in the CM9760-MGR System 9760 Administrative Software Manual for details on installing the CM9760-MGR program.

The sections *Transfer Files from CM9760-CC1 to CM9760-MGR*, *Transfer Files from CM9760-MGR to 3.5-Inch Floppy Disk*, and *Transfer Files from 3.5-Inch Floppy Disk to CM9760-CC1* that follow in this document pertain to this method.

SET 9750



WARNING: After the Windows manager program (CM9760-MGR) is used to create or edit configuration files, the SET 9750 program cannot be used. In other words, the System 9760-MGR flat files are not backward compatible with SET 9750.

This is the second programming method. The DOS-based SET 9750 program on the CM9760-CC1 hard drive requires a VGA monitor and AT-type keyboard connected directly to the CM9760-CC1. See the *Configuring the System 9760 with the Pelco Windows SET 9760* section in the CM9760-MGR System 9760 Administrative Software Manual.

DOS

The CM9760 system's program runs in DOS. Therefore, you will need to use basic DOS commands to transfer, overwrite, and edit data, and to maintain files on your hard drive.

The default configuration files on the CM9760-CC1 hard drive are defined at the factory and are labeled "TEST." These files are referred to as "flat files" and are loaded into memory when you power up the system. (See the *Configuring the System 9760 with the Pelco Windows SET 9760* section in the CM9760-MGR System 9760 Administrative Software Manual for details.)

The procedures that follow show you how to copy your configuration files from the CM9760-CC1 to the PC where the CM9760-MGR program is located and back again using a floppy disk. You will need to use these procedures if you want to change these files. If you want to rename these files, you will need to use the procedure in the *Renaming Configuration Files* section below.

FILE MAINTENANCE

TRANSFER FILES FROM CM9760-CC1 TO CM9760-MGR

Before you can use the CM9760-MGR program to edit the pre-programmed TEST files, you must load these files into the CM9760-MGR database.

1. Take the CM9760 offline by simultaneously pressing **Ctrl** and **Q** on the AT keyboard. The VGA screen will display C:/9760>.
2. Insert a blank 3.5-inch floppy disk into the floppy drive of the CM9760-CC1.
3. Type **copy test.* a:** and press **Enter**. The flat files will be copied from the CM9760-CC1 hard drive to the 3.5-inch floppy disk.
4. Remove the floppy disk and insert it into the PC that contains the CM9760-MGR program.
5. Start the manager program on the PC by double clicking on the **Pelco 9760MGR** icon. Enter a user ID and password in the Log On dialog box (the default for both is *Admin*).
6. Click on the **Read File** icon on the taskbar. This opens the Flat File Utility – Read dialog box. All the generated files have check marks to show they are selected.
7. Click **Select** on the Flat File Source button. This starts the standard Open dialog box.
8. Select **Drive a:**, then double click on the **test.scp** file to select. This closes the Open dialog box and returns you to the Flat File Utility – Read dialog box.
9. Enter the number of the node you are using (number of the port on the NIU to which the node is connected). Enter **1** if you only have a single node system.
10. Click on the **Start** button. Several warnings may appear indicating certain files do not exist. This is okay. Select **Continue Installation** for each.
11. The message "Finished Reading Flat Files" appears when file transfer is complete.

NOTE: The password is case sensitive.

TRANSFER FILES FROM CM9760-MGR TO 3.5-INCH FLOPPY DISK

This procedure is VERY IMPORTANT. You must copy flat files from the CM9760-MGR program to a 3.5-inch floppy disk when modifying comms setup files and macro files.

1. Double click on the **Pelco 9760MGR** icon to start the CM9760-MGR program. Enter a user ID and **case sensitive** password in the Log On dialog box (default for both is Admin).

2. Insert a 3.5-inch floppy disk into the PC. Select the **Write File** icon on the task bar. This opens the Flat File Utility – Write dialog box. The default for writing flat files is to generate all files regardless of whether or not they are used. To write only specific files, deselect the ones you do not want to generate.
3. Click **Select** on the Flat File Source button. This opens the standard Open dialog box.
4. Double click on the file you want to copy. This opens the Save As dialog box.
5. Select **Drive a:**. Click the **SAVE** tab. This returns you to the Flat File Utility – Write dialog box.
6. Click on the **Start** button.
7. The “Finished Writing Flat Files” message appears when file copying ends.

TRANSFER FILES FROM 3.5-INCH FLOPPY DISK TO CM9760-CC1

The following example uses “test” as the default file name. If you have changed the configuration files name (refer to the *Renaming Configuration Files* section below), substitute the new name you selected instead of “test”.

1. Insert the 3.5-inch floppy disk containing the flat files you want to load into the CM9760-CC1.
2. Take the CM9760 offline by simultaneously pressing **Ctrl** and **Q** on the AT keyboard. The VGA monitor will display C:/9760>.
3. Type **copy a: test.*** and press **Enter**.
4. Type **A** to the prompt and press **Enter**. The files on the floppy disk will replace those on the hard drive.
5. Remove the floppy disk and re-boot by simultaneously pressing **Ctrl/Alt/Delete**. Changes take effect after all configuration files load.

NOTE: Before the files are copied to the CM9760-CC1 hard drive, the message “Files Already Exist, Over Write? Y/N/A” (yes/no/all) will appear. **SAVE** all current operating flat files that are being replaced before selecting “yes” or “all” at the prompt.

RENAMING CONFIGURATION FILES

The *Renaming Configuration Files* section will show you how to give these files a new name.

The system loads the flat files listed in the system’s C:/9760 subdirectory. The default test.bat file’s command line reads *CM9760 TEST* where TEST is the name of the default files that load when the system boots from the autoexec.bat file.

1. Take the CM9760 offline by simultaneously pressing **Ctrl** and **Q** on the CM9760 AT keyboard. The VGA monitor will display C:/9760>.
2. Type **ren test.* newfilename.*** and press **Enter**. (“newfilename” is any new name you choose for the TEST files. Remember to enter a space after the first asterisk.)
3. Type **cd..** to switch to the root directory.
4. Type **edit autoexec.bat** and press **Enter**. This opens the file editor and the autoexec.bat file. The following is an example of the default autoexec.bat:

```
echo off
path c:\dos
prompt=$t $d $p$g
uptimer /t /p /f
CD 9760
TEST ← (change to newfilename)
```

5. Change the command line in the autoexec.bat file to reflect the new flat files name: from TEST to **newfilename** (the name you chose in step 2 above).
6. Click **File**, then **Save**.
7. You also need to change the test.bat file to reflect the new flat files name, otherwise the system will not run. Click **File**, then **Open**.
8. Click on **newfilename.bat** in the 9760 directory, then **Ok**.
9. Change the command line in the *newfilename.bat* file to reflect the new flat files name: from CM9760 TEST to **CM9760 newfilename** (the name you chose in step 2 above).
10. Click **File**, then **Save**.
11. Click **File**, then **Exit** to leave the file editor.
12. Re-boot the system (by simultaneously pressing **Ctrl/Alt/Delete**) for the changes to take effect.

VERIFYING OPERATION

1. Power up all the remaining equipment. After the CM9760-CC1 loads the configuration files, the CM9760-KBD LCD should show "SYSTEM 9760."
2. Enter **1111** (the keyboard #1 default password) on the CM9760-KBD keypad. The asterisks on the keyboard will move one space to the left for each number entered. The LCD will display "ENTER MONITOR #."
3. Enter **1 MON**.
4. Press the **FWD** key to step through the cameras and verify switching.

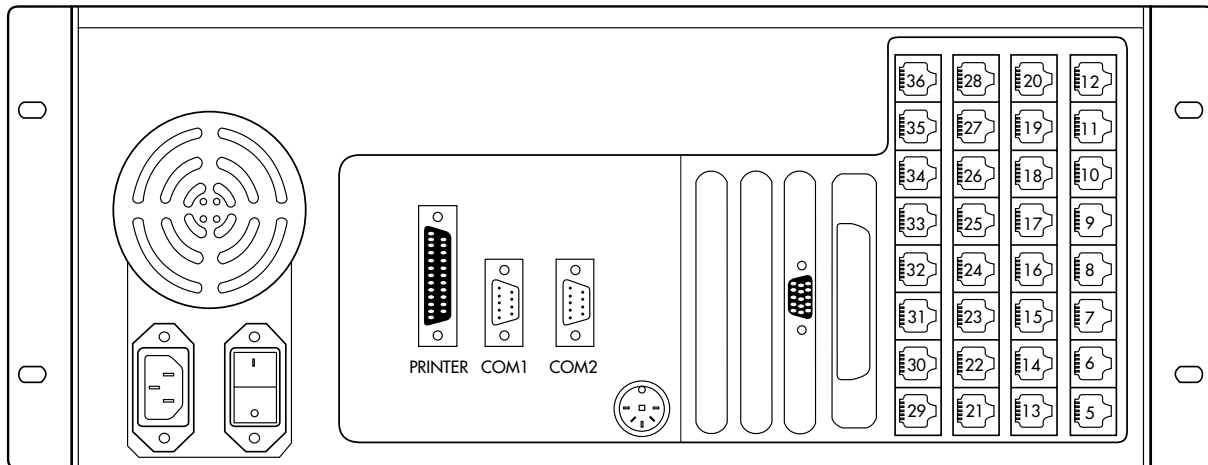
The default password for keyboard 2 is 2222, keyboard 3 is 3333, etc.

APPENDIX

SYSTEM PORT SETTINGS TABLE

See the following page.

System 9760 Factory Default Port Settings



Note: The number of ports on your system may differ from the above drawing. Connect System 9760 components as follows:

PORT	DESCRIPTION	PORT	DESCRIPTION
1 (RS-232)		19	
2 (RS-232)		20	
3	NOT PRESENT	21	
4	NOT PRESENT	22	
5		23	
6		26	
9		27	
10		29	
11		30	
12		31	
13		32	
15		33	
16		24	
17		35	
18		36	

FORM 1957

REVISION B

(9/23/98)

SETUP DRAWINGS

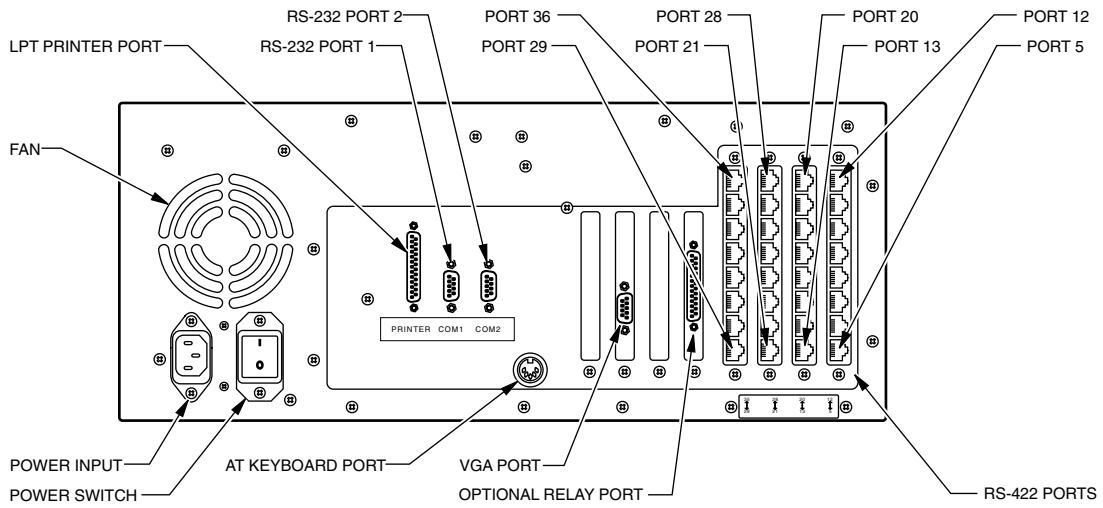


Figure 1. CM9760-CC1 Typical Port Layout

TYPICAL CONNECTIONS

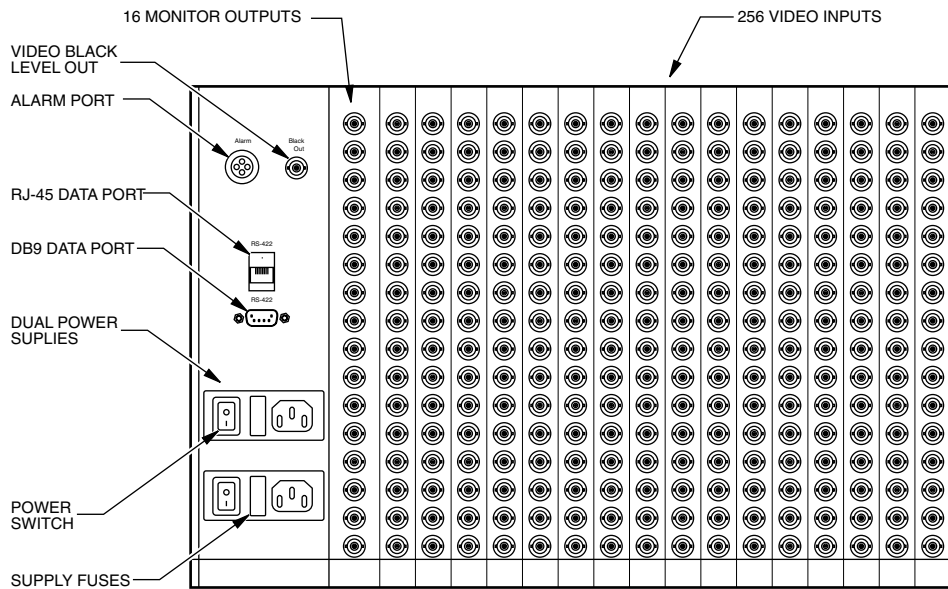


Figure 2. CM9760-MXB Typical Connections

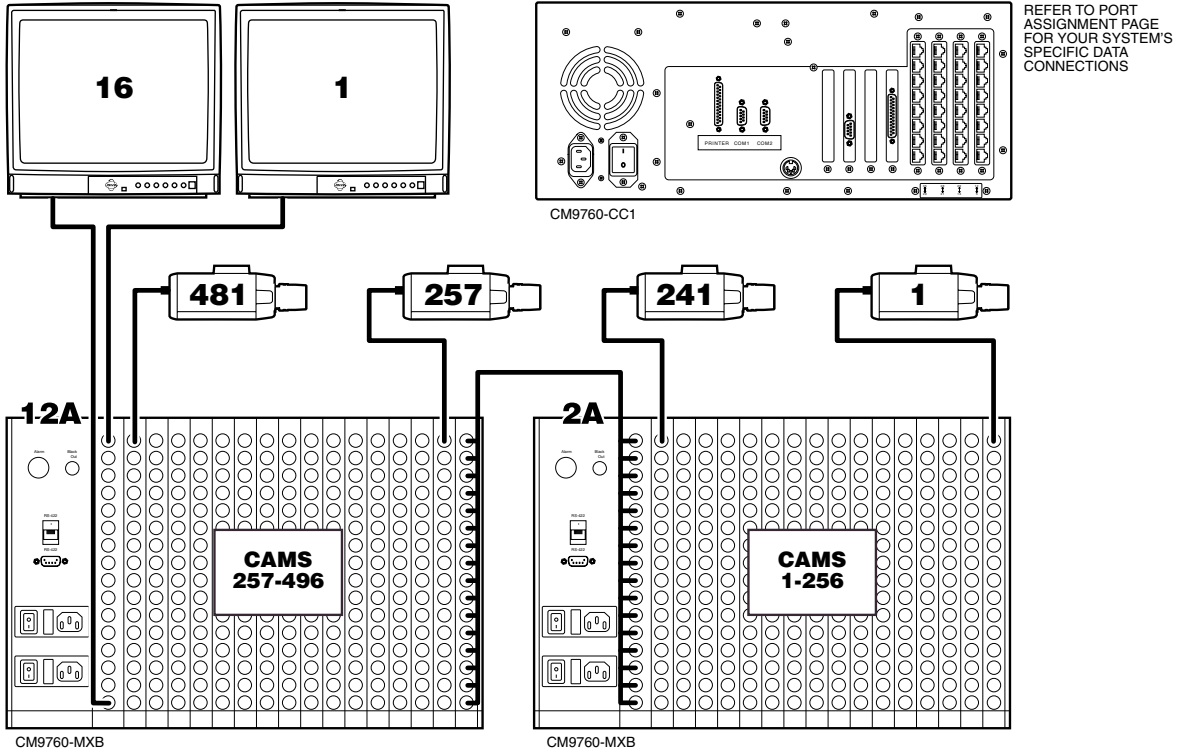


Figure 3. 496 X 16

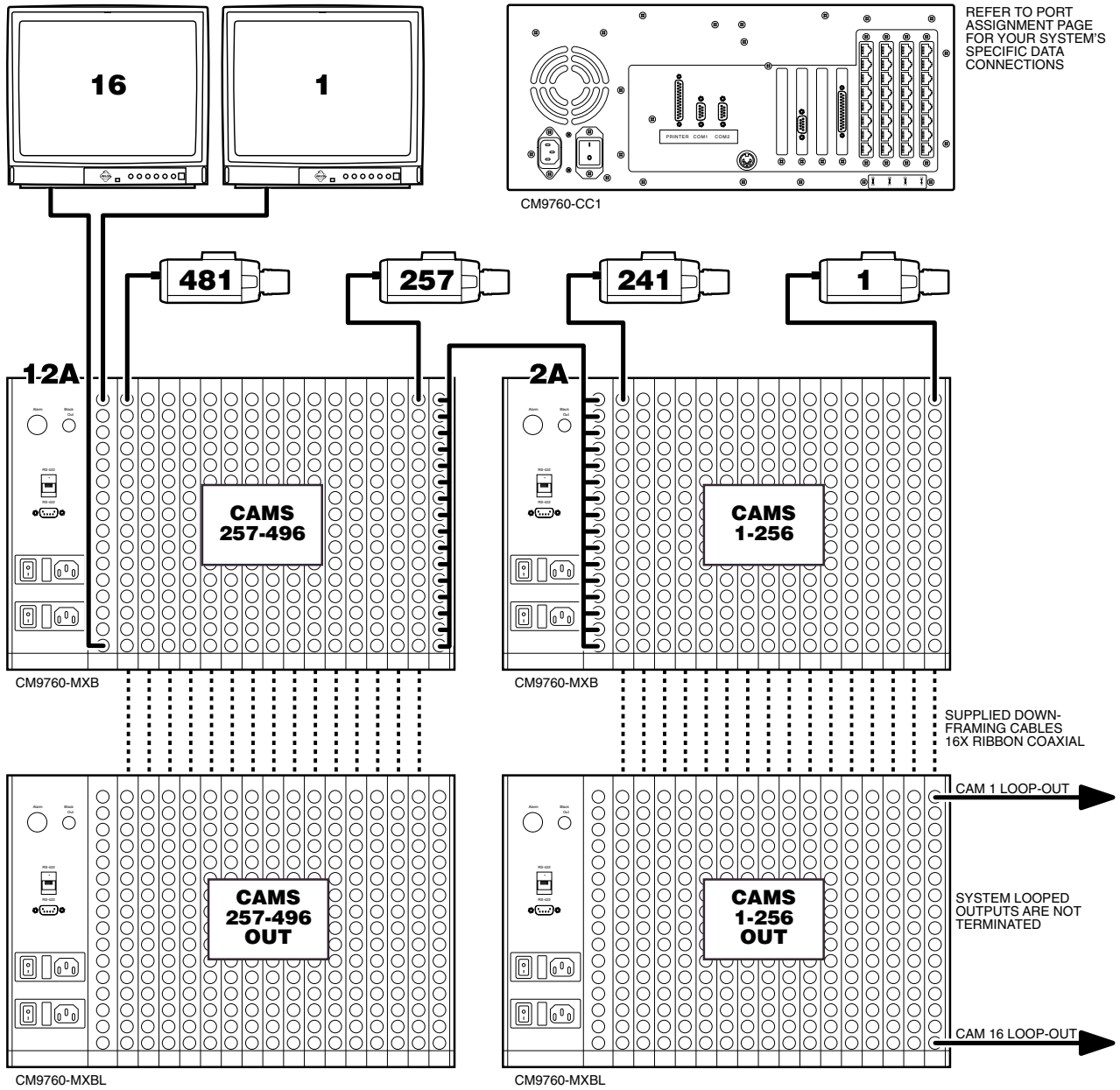


Figure 4. 496 X 16 Looping

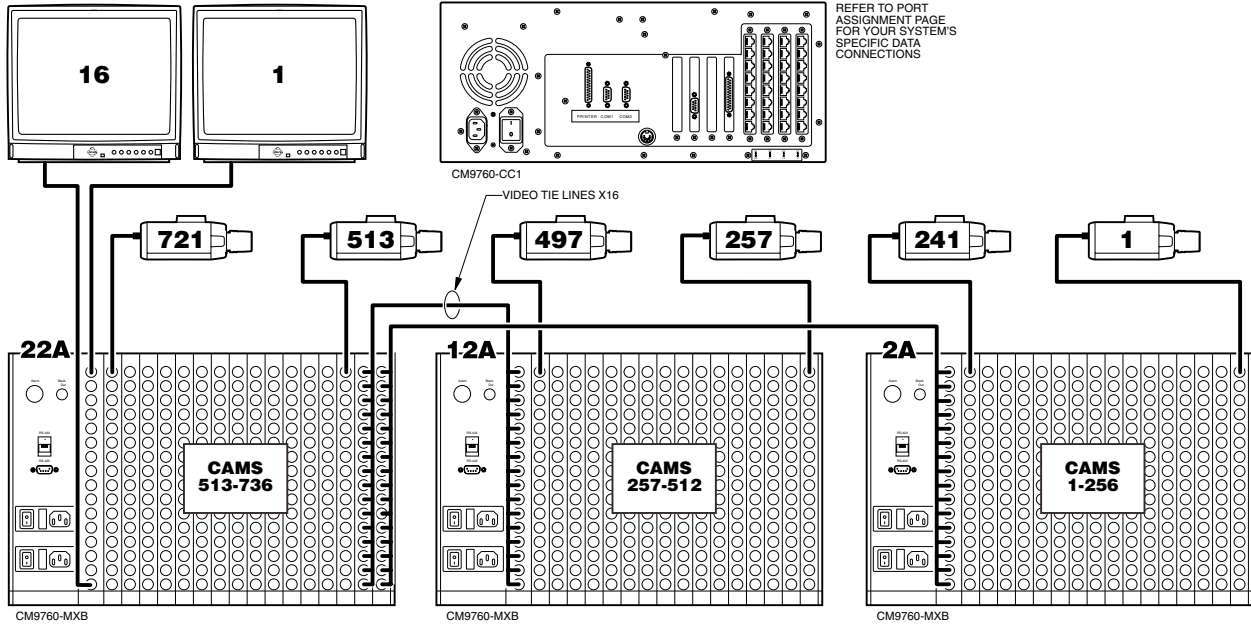


Figure 5. 736 X 16

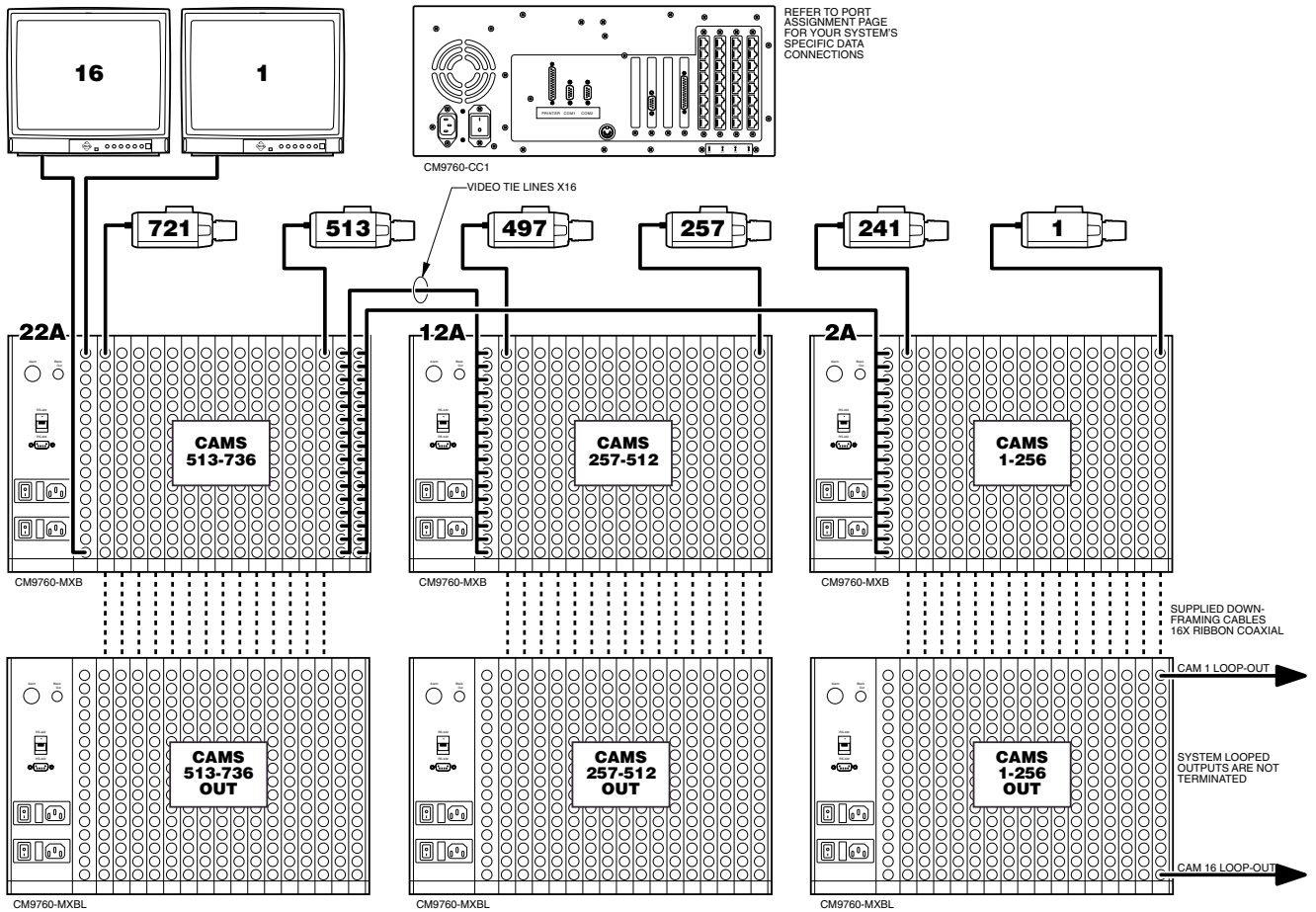


Figure 6. 736 X 16 Looping

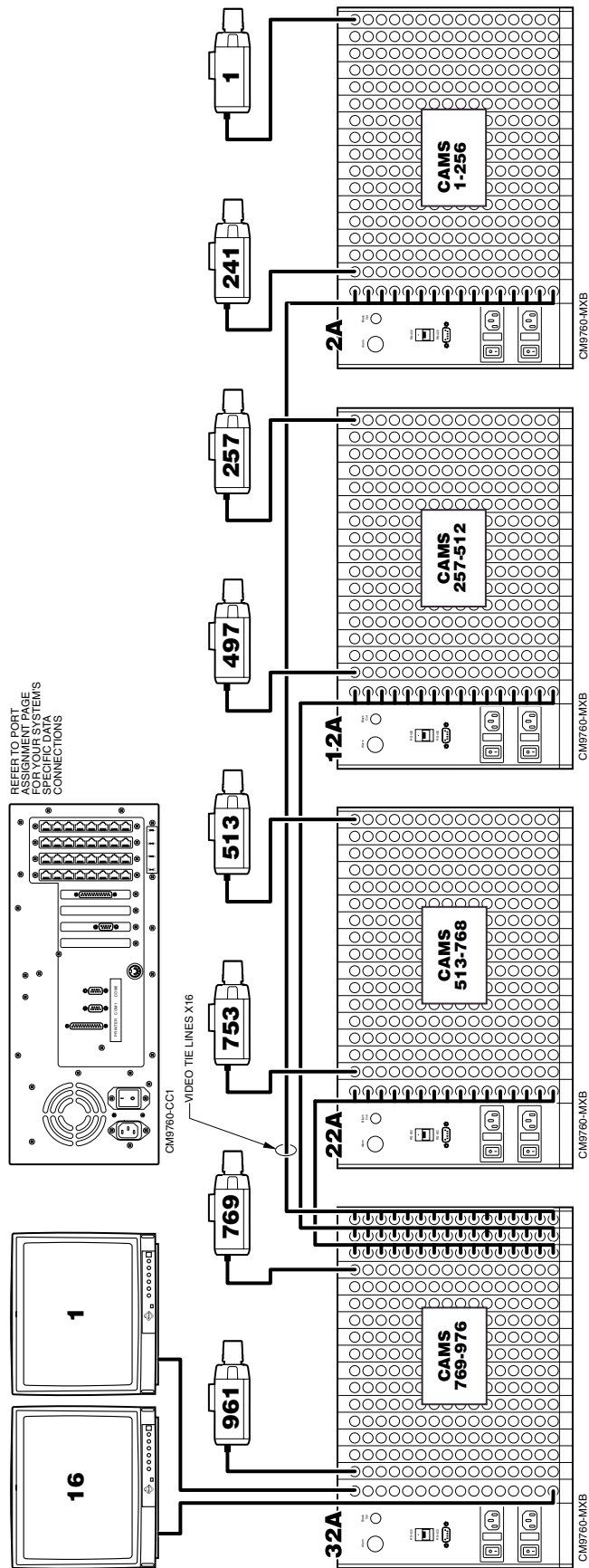


Figure 7. 976 X 16

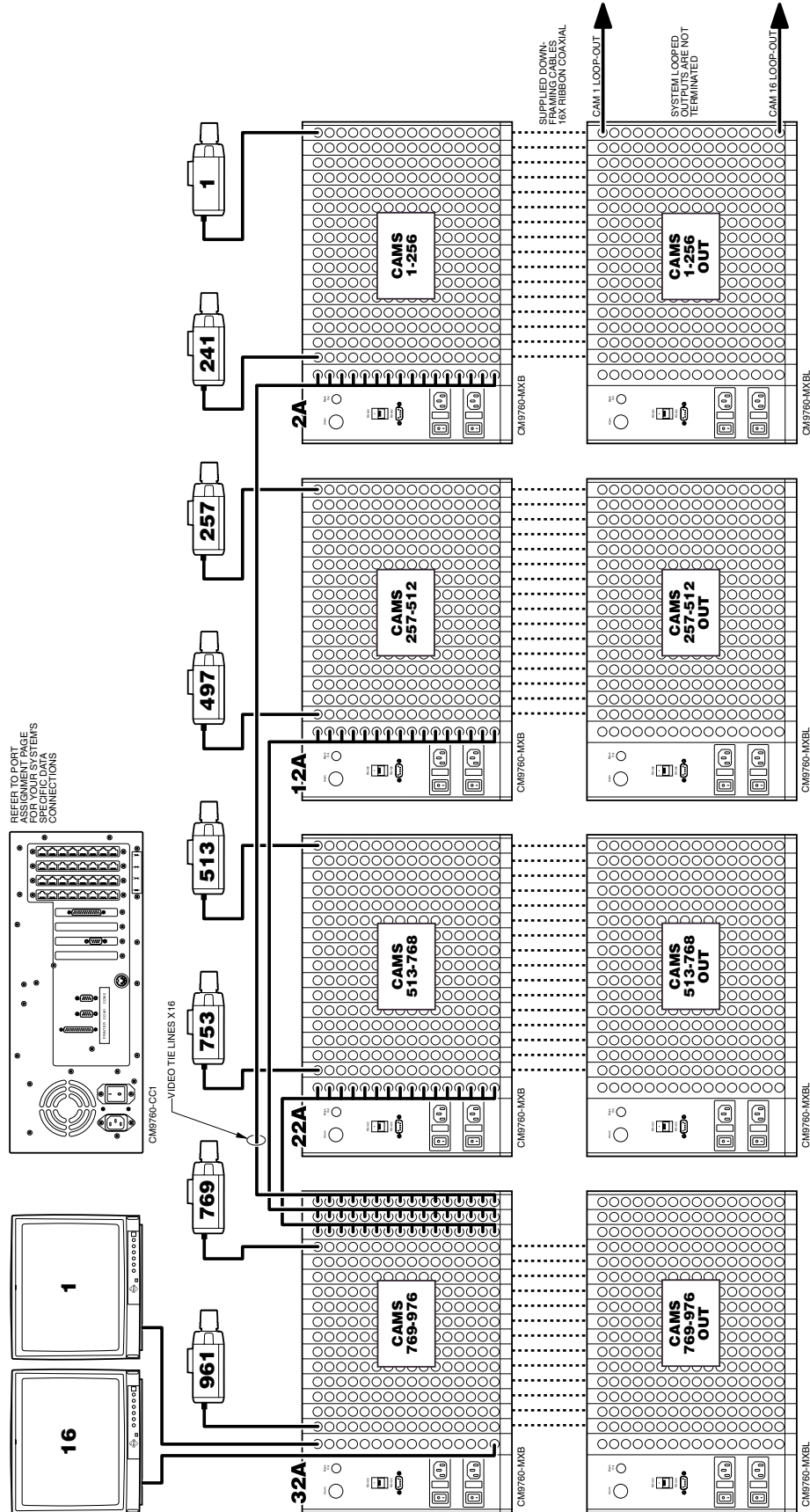


Figure 8. 976 X 16 Looping

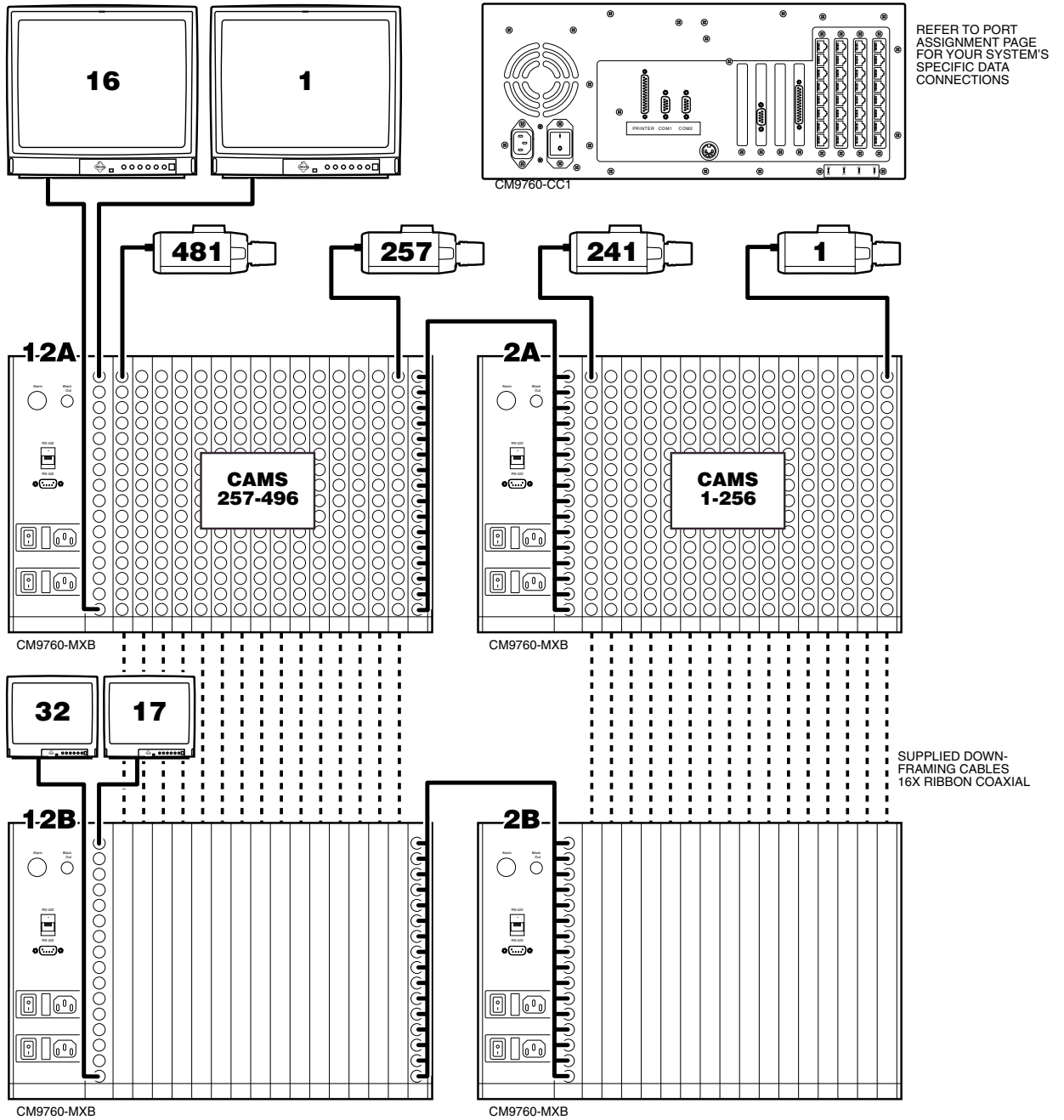


Figure 9. 496 X 32

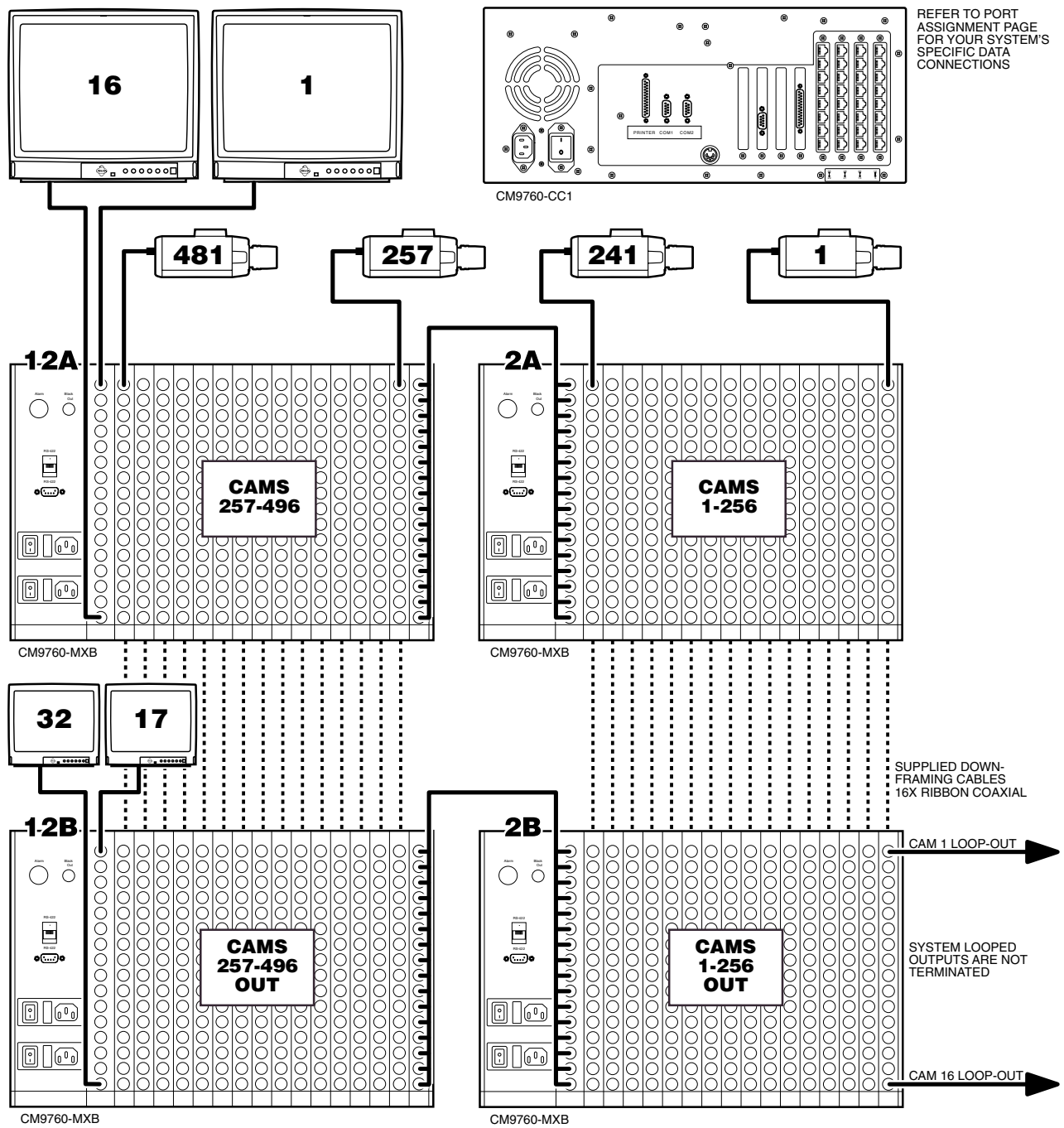


Figure 10. 496 X 32 Looping

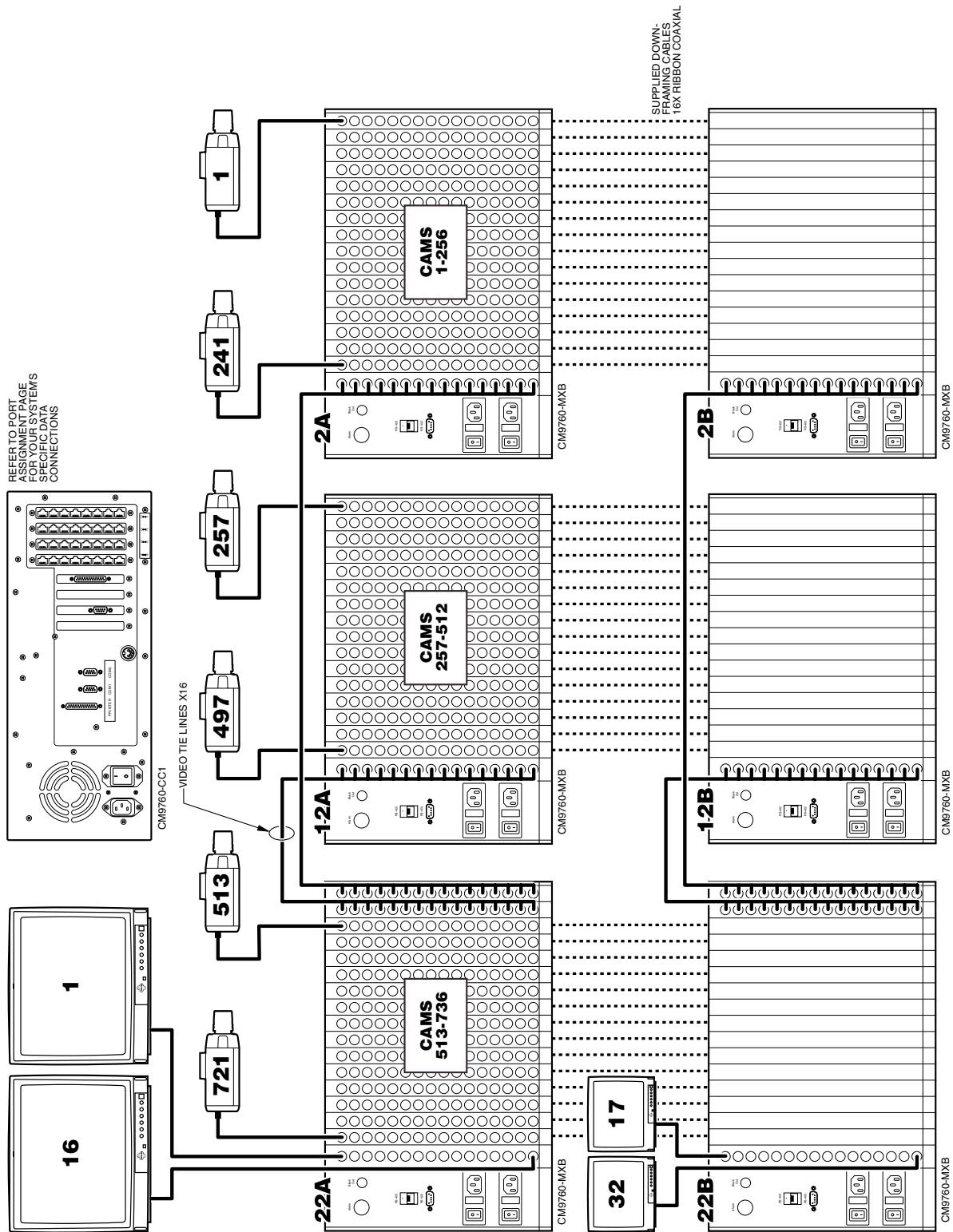


Figure 11. 736 X 32

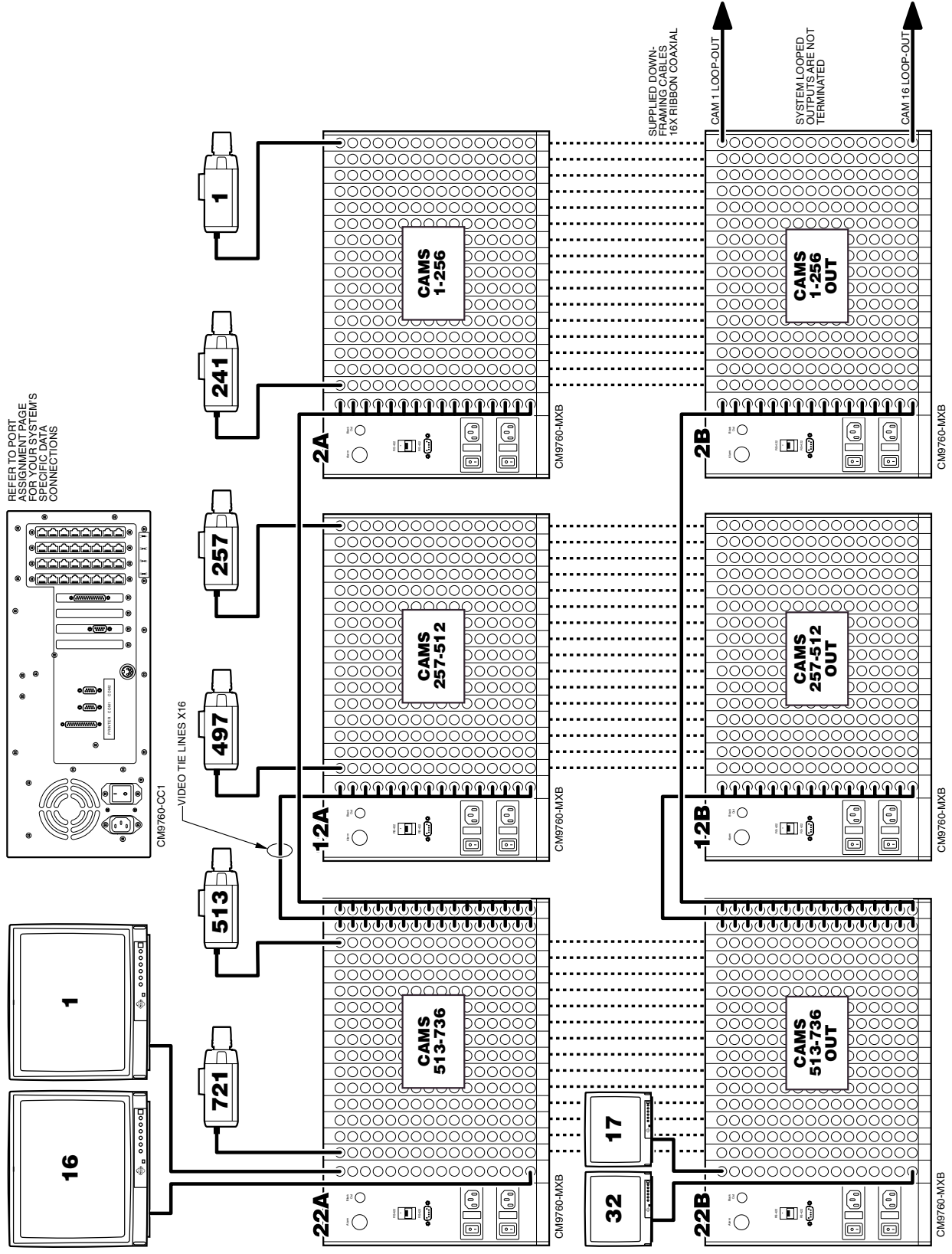


Figure 12. 736 X 32 Looping

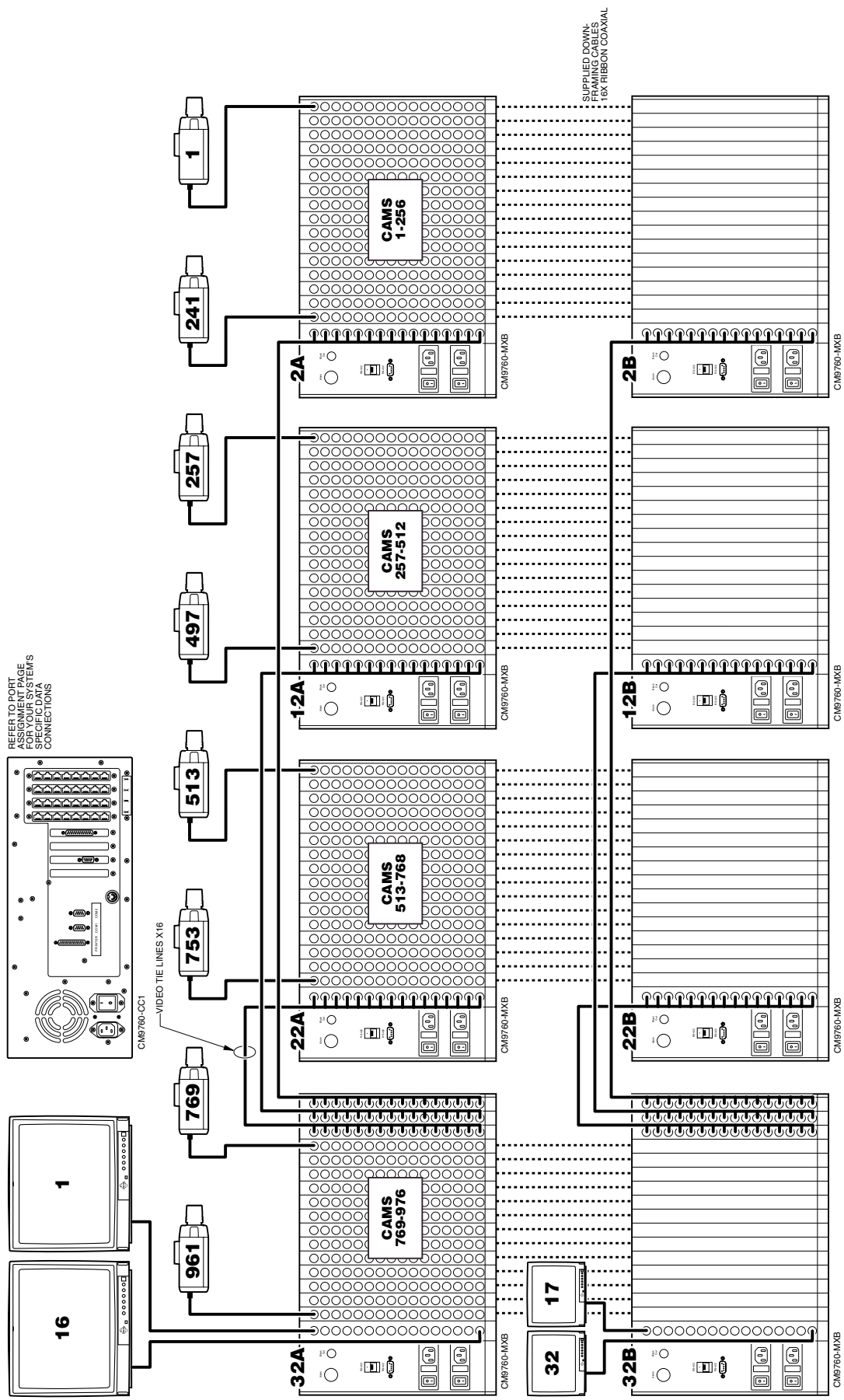


Figure 13. 976 X 32

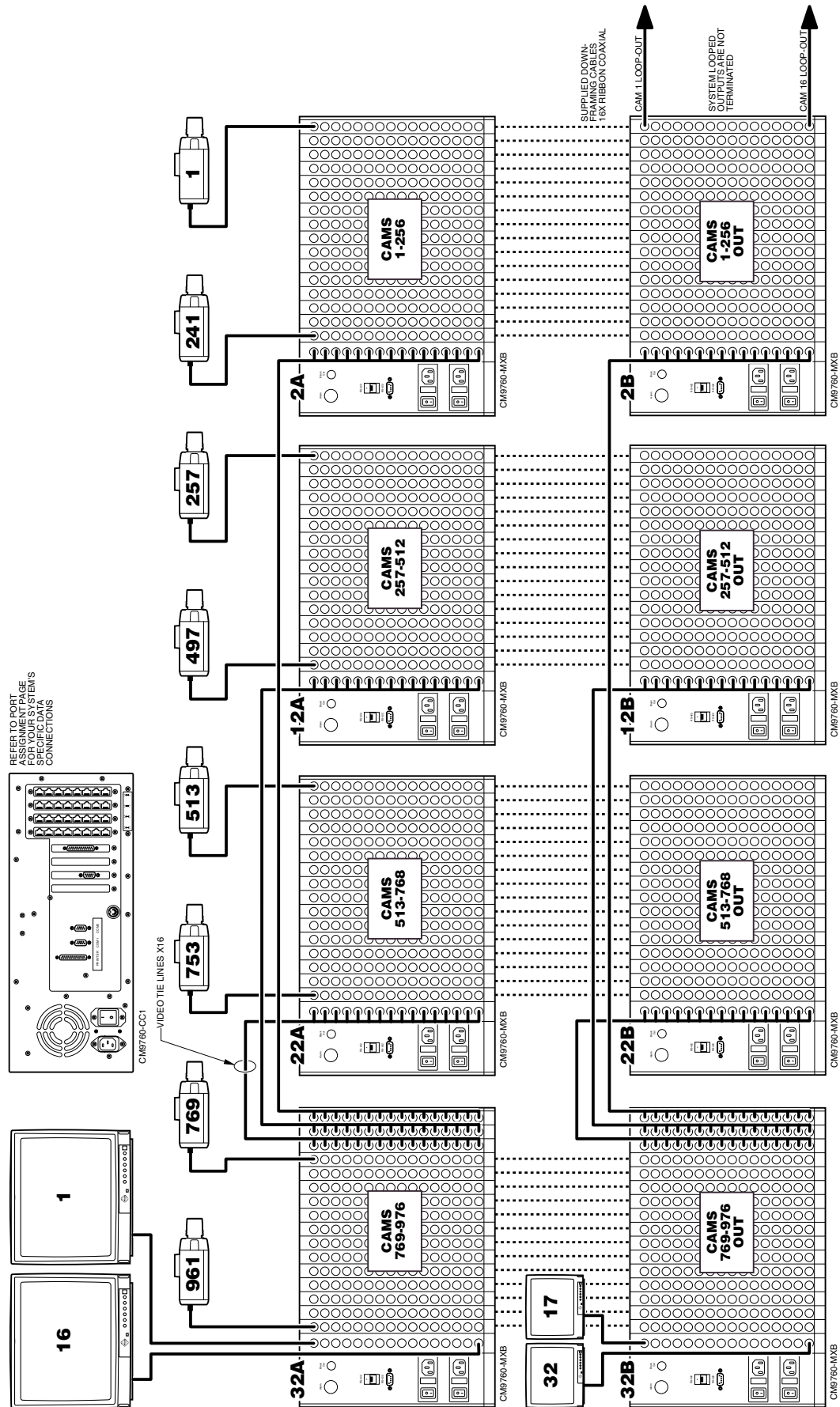


Figure 14. 976 X 32 Looping

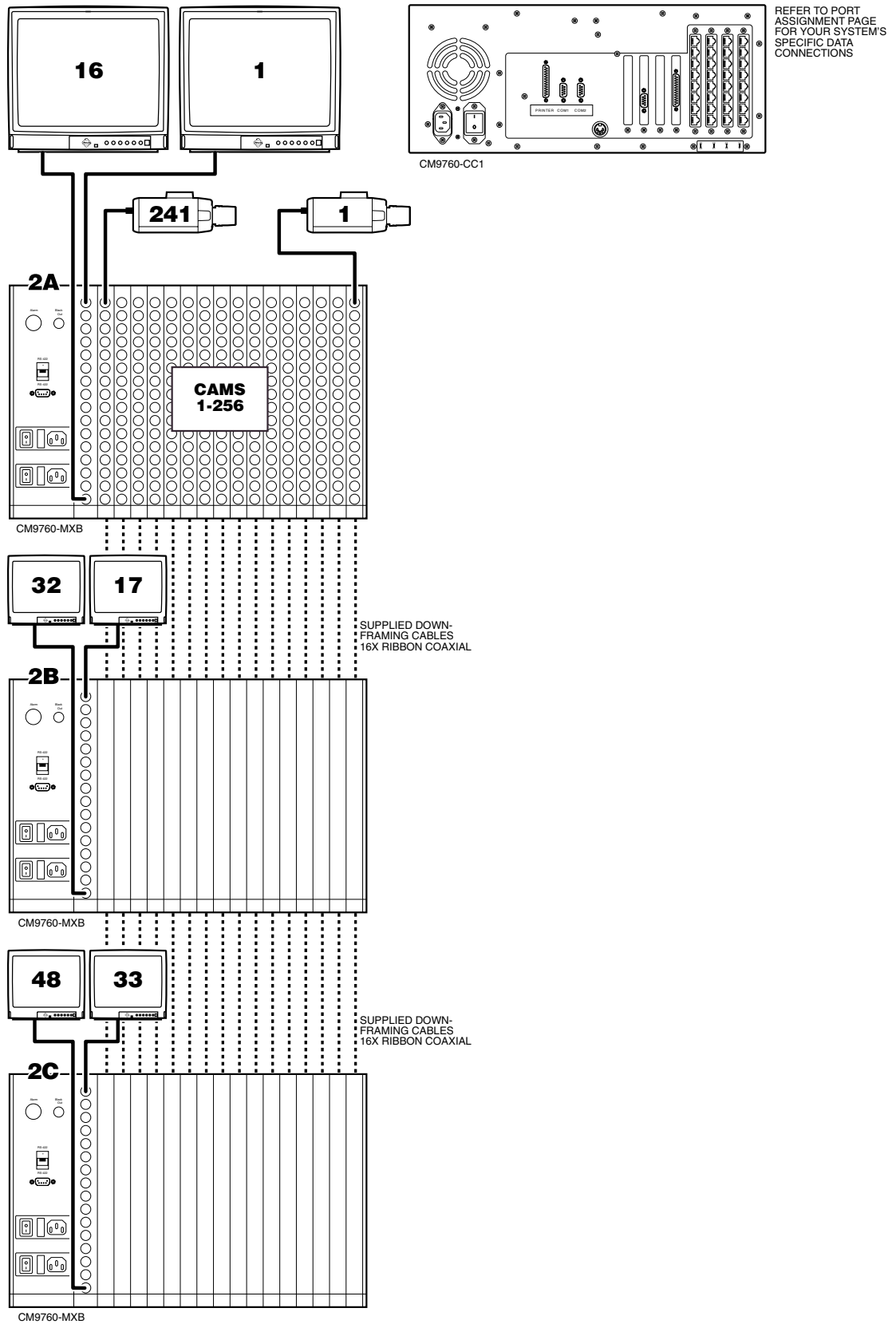


Figure 15. 256 X 48

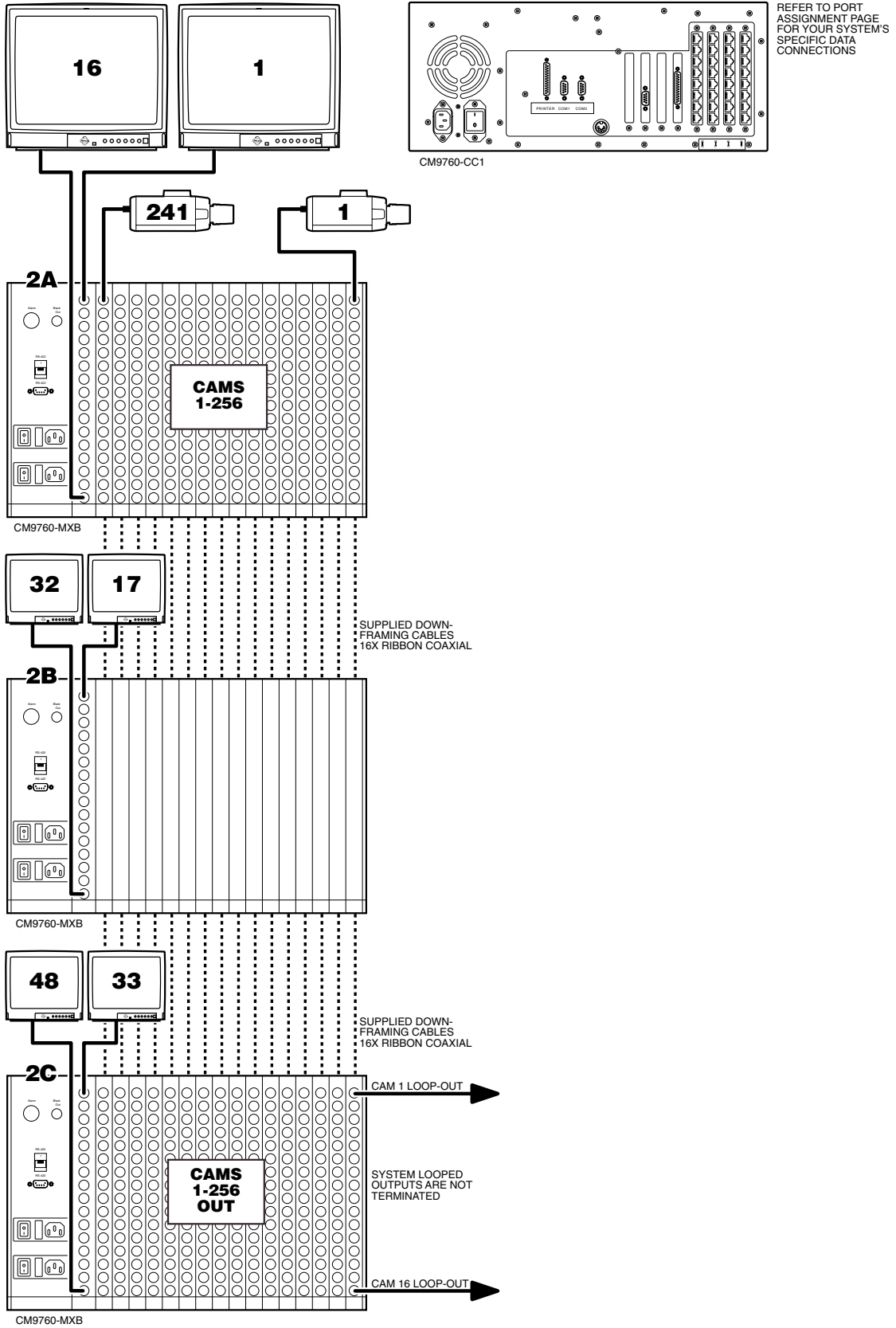


Figure 16. 256 X 48 Looping

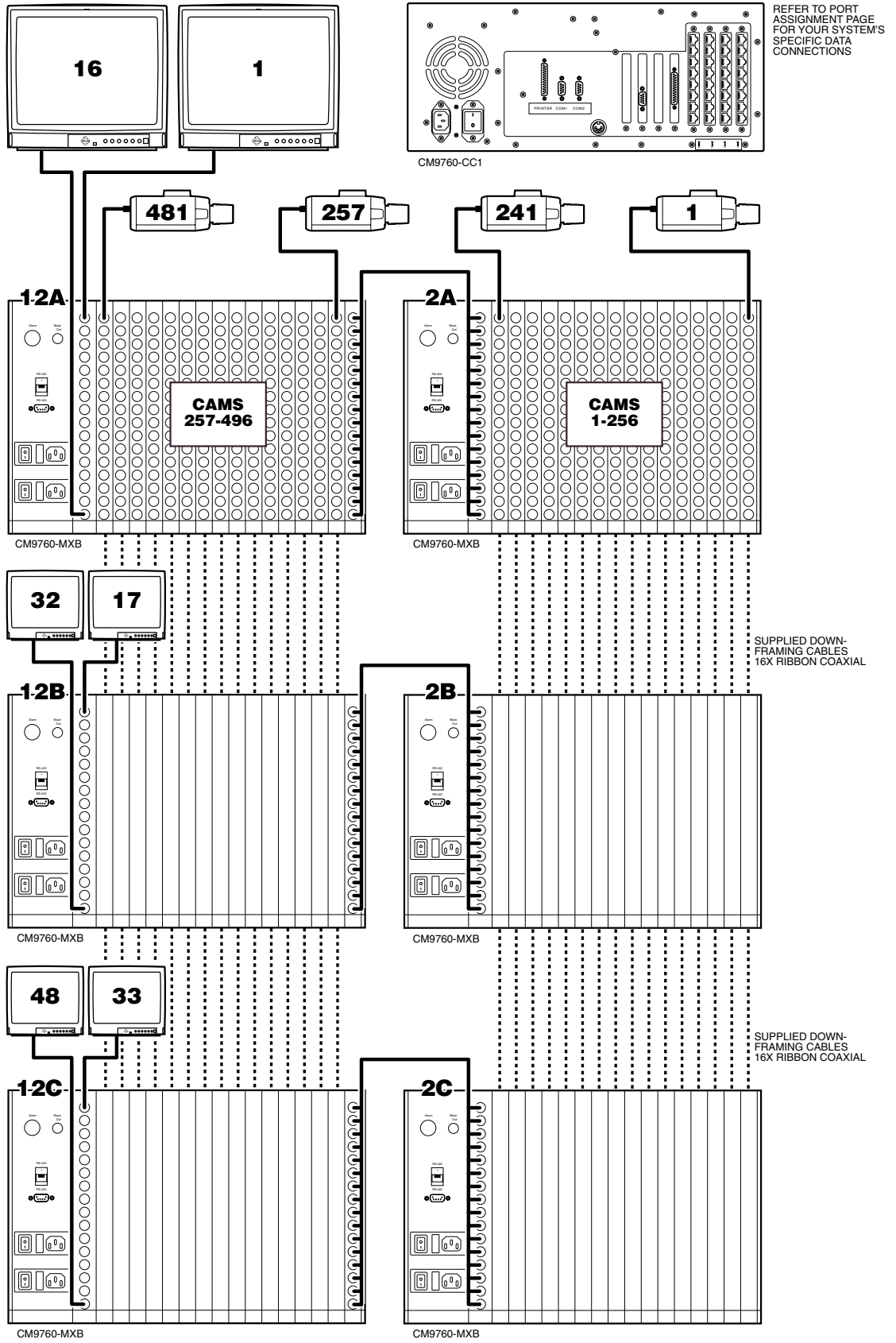


Figure 17. 496 X 48

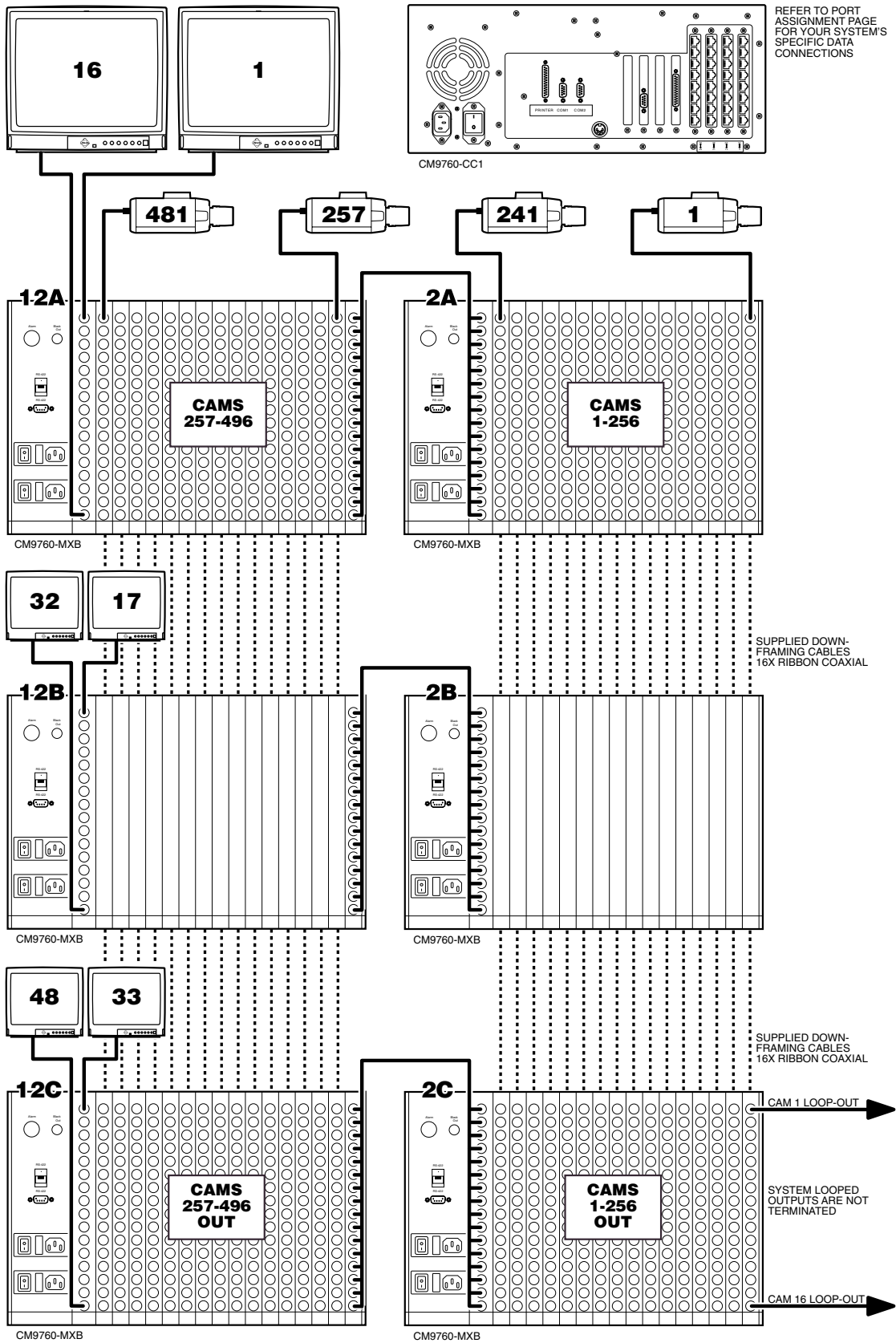


Figure 18. 496 X 48 Looping

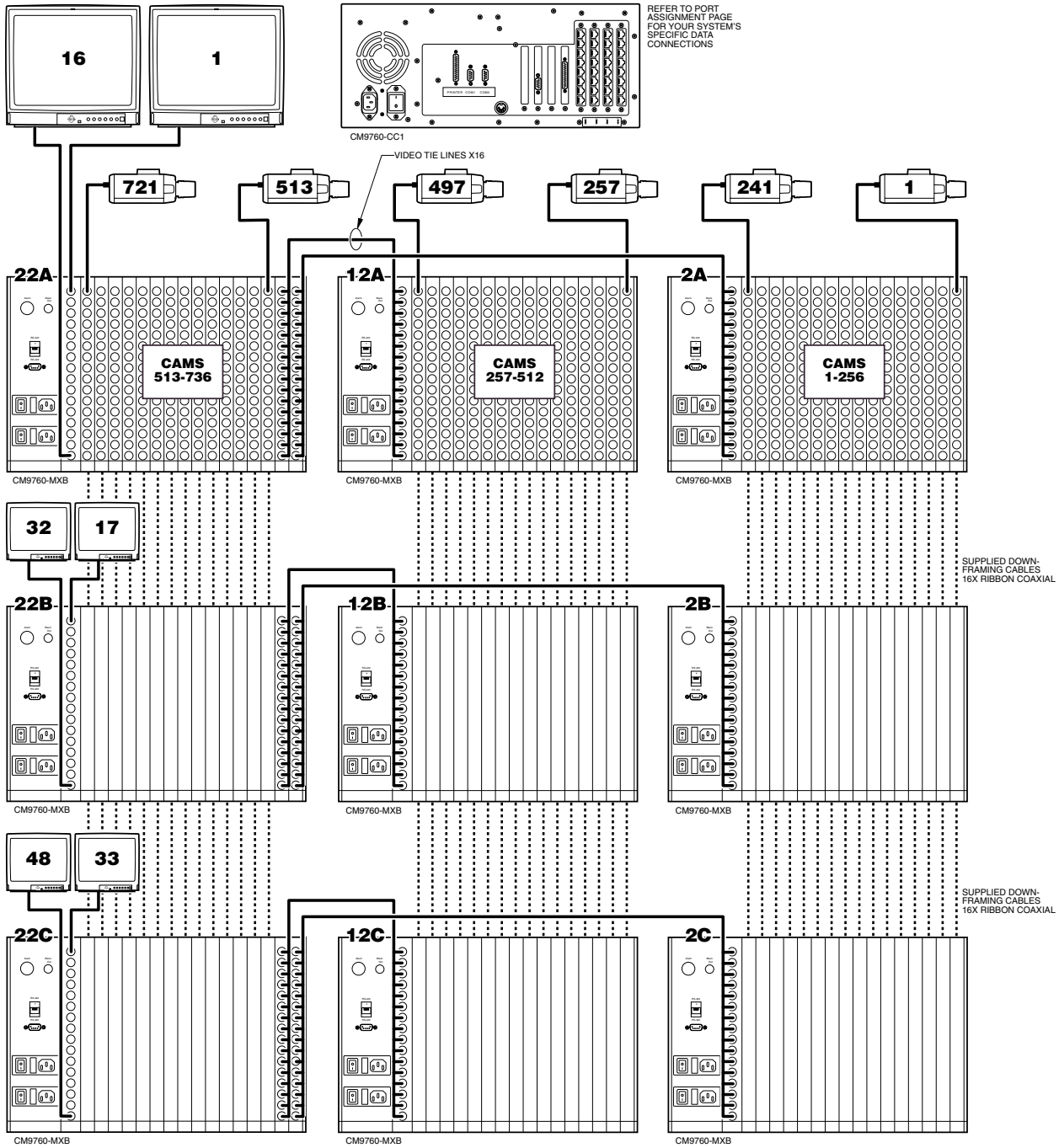


Figure 19. 736 X 48

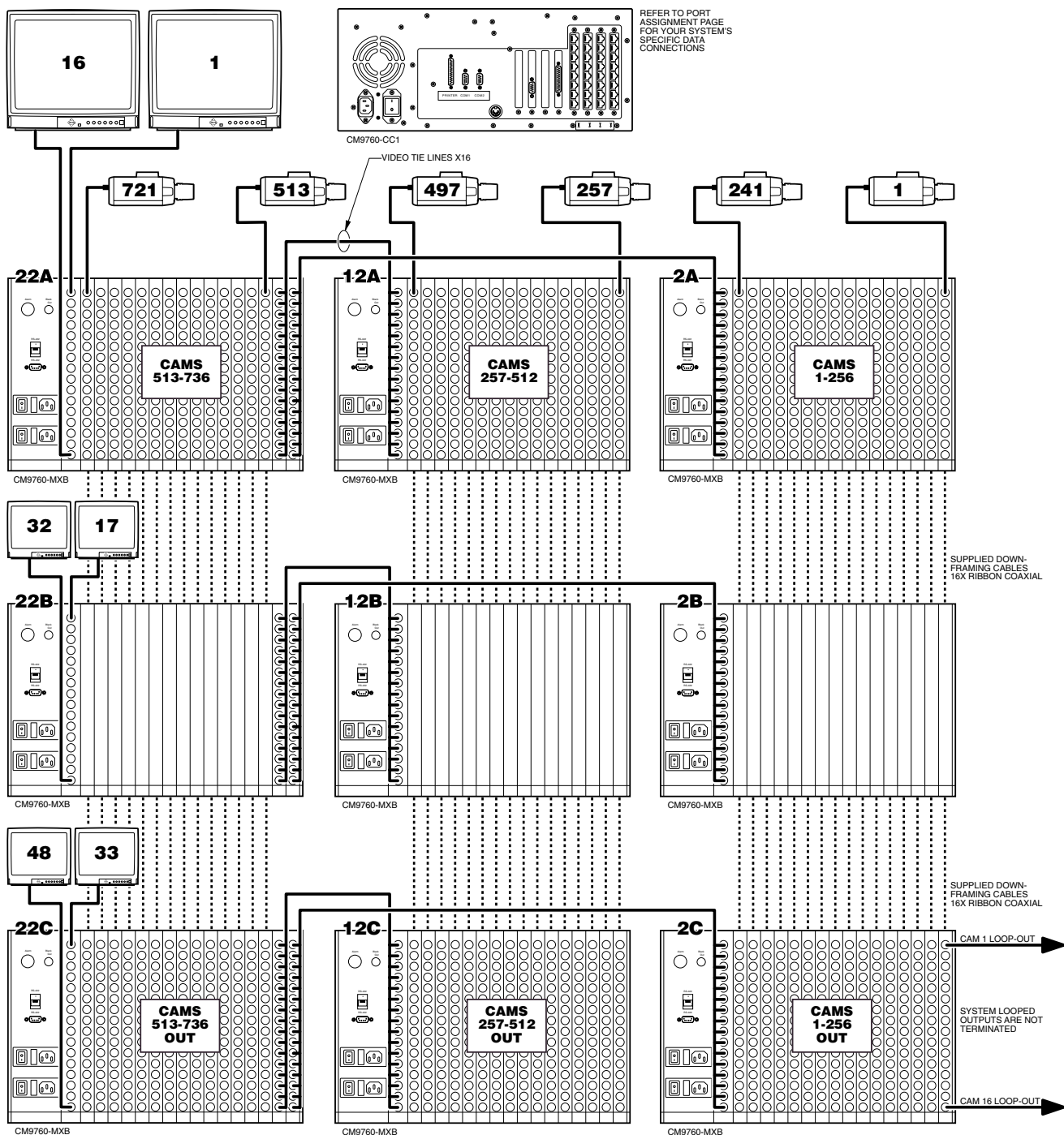


Figure 20. 736 X 48 Looping

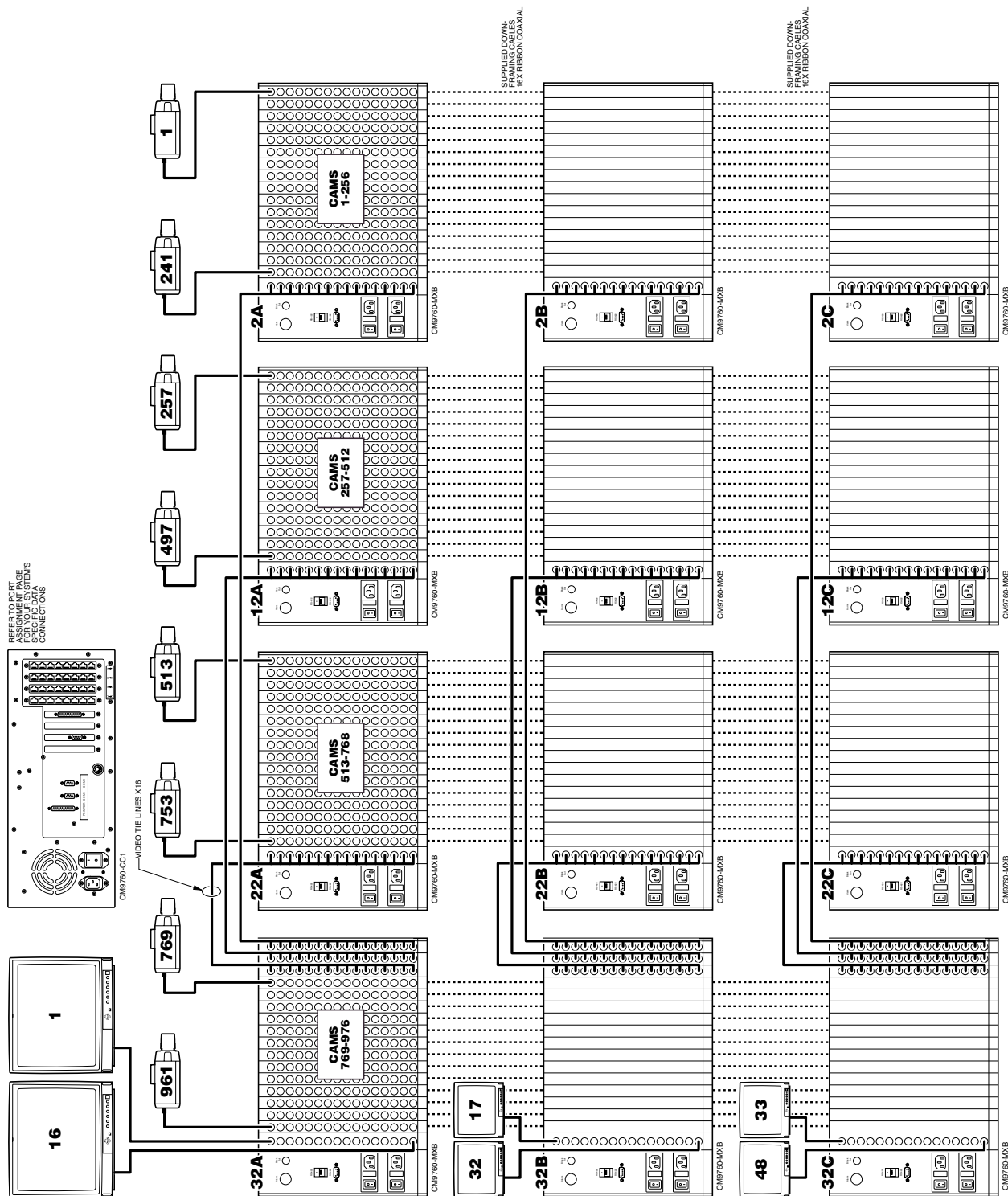


Figure 21. 976 X 48

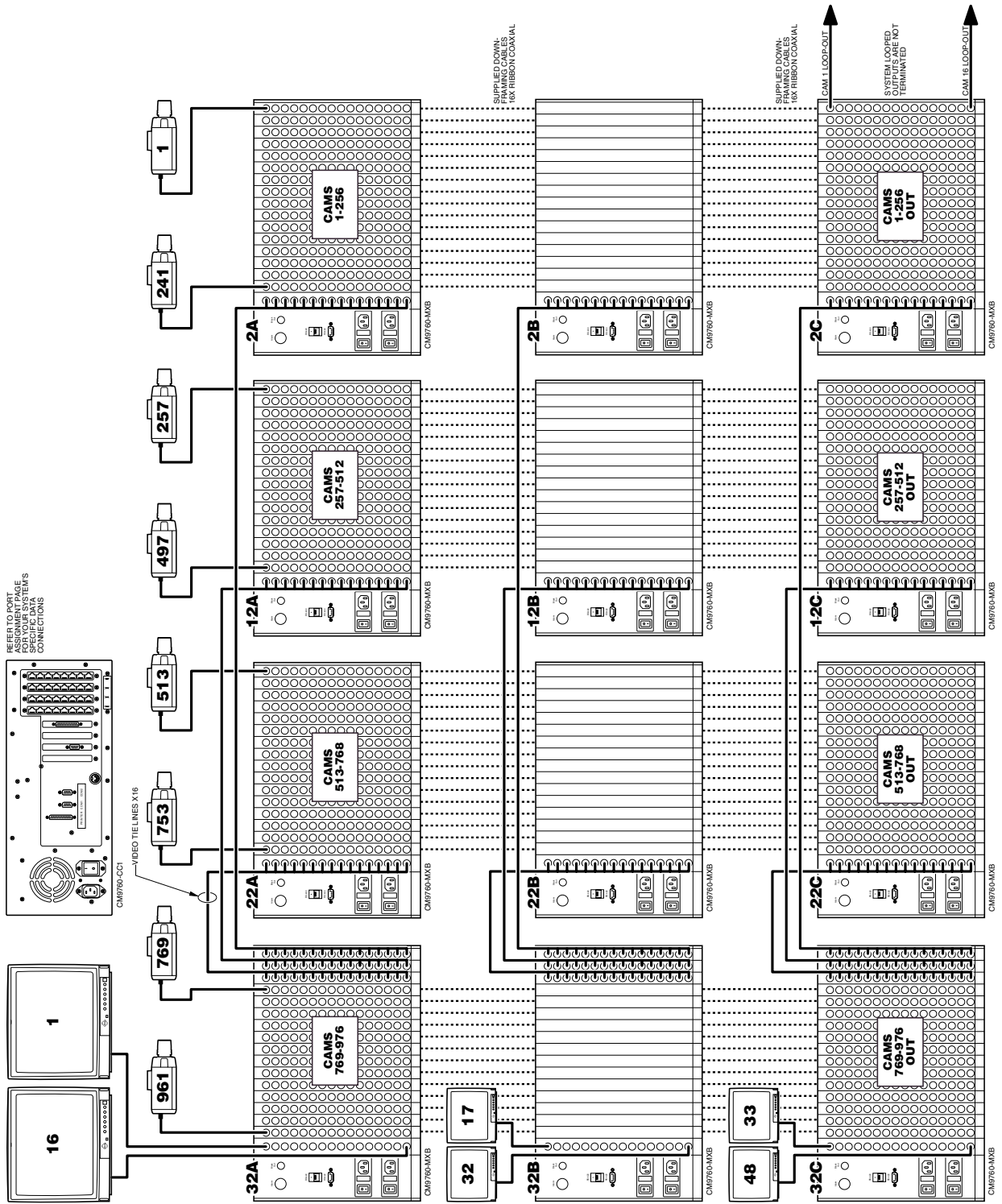


Figure 22. 976 X 48 Looping

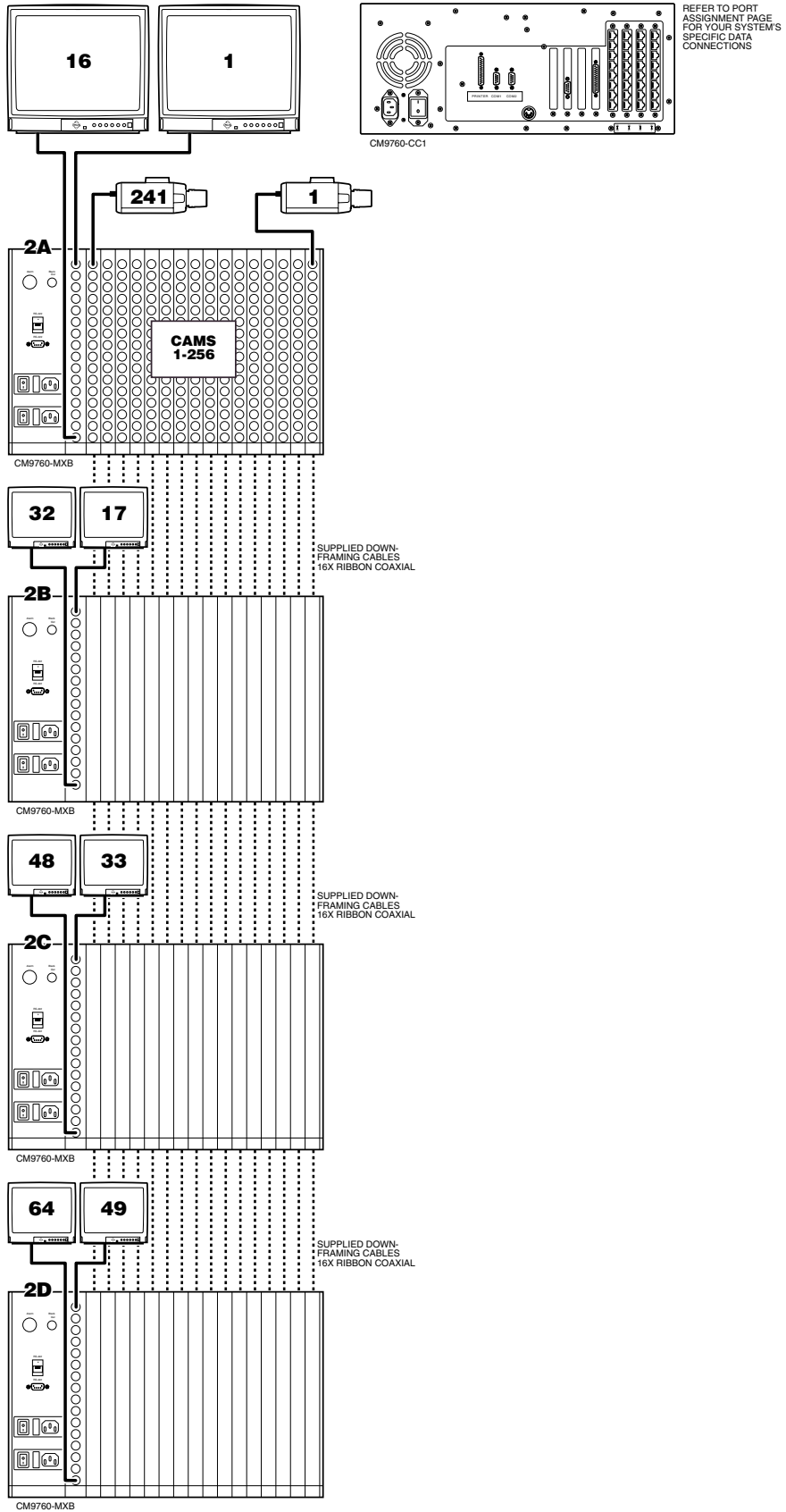


Figure 23. 256 X 64

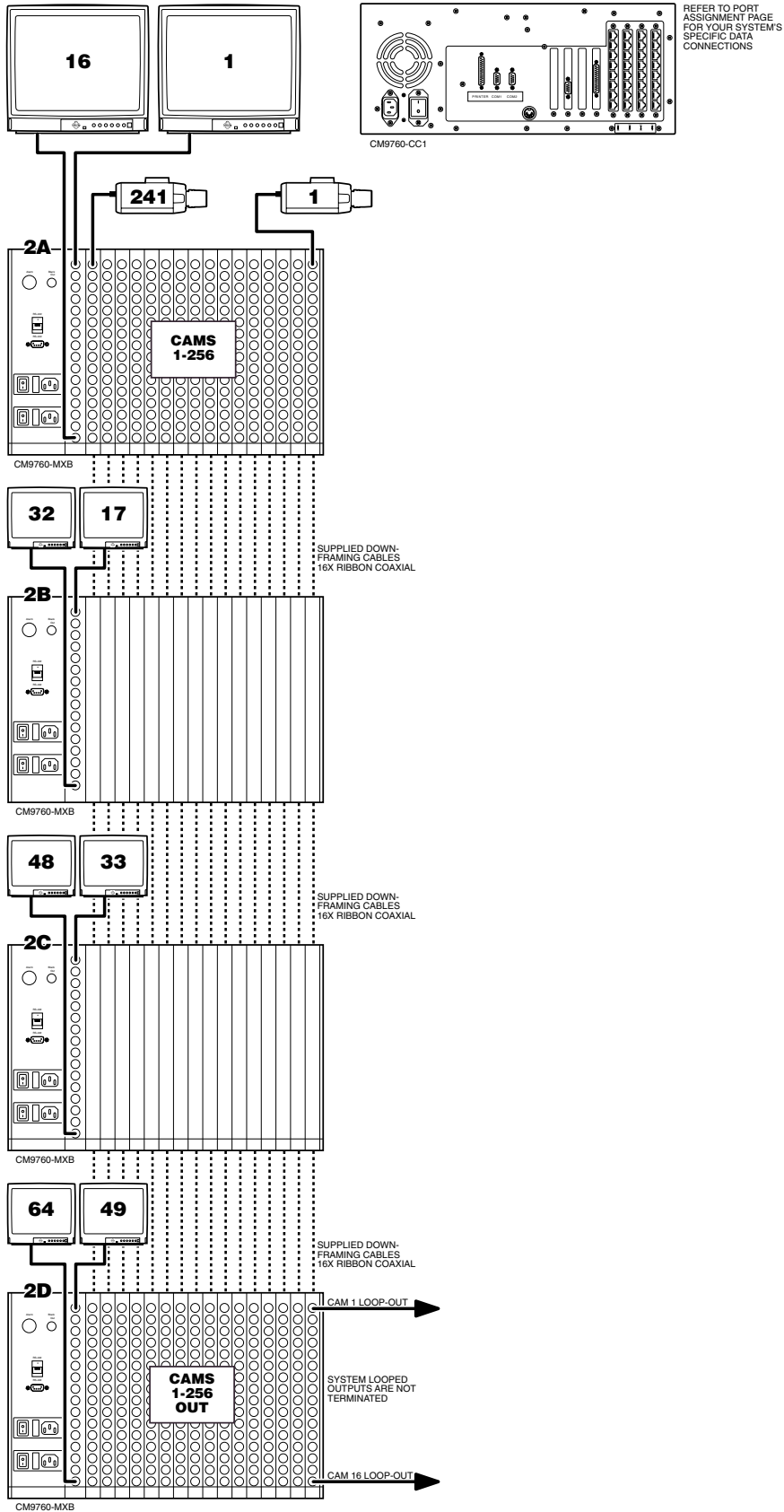


Figure 24. 256 X 64 Looping

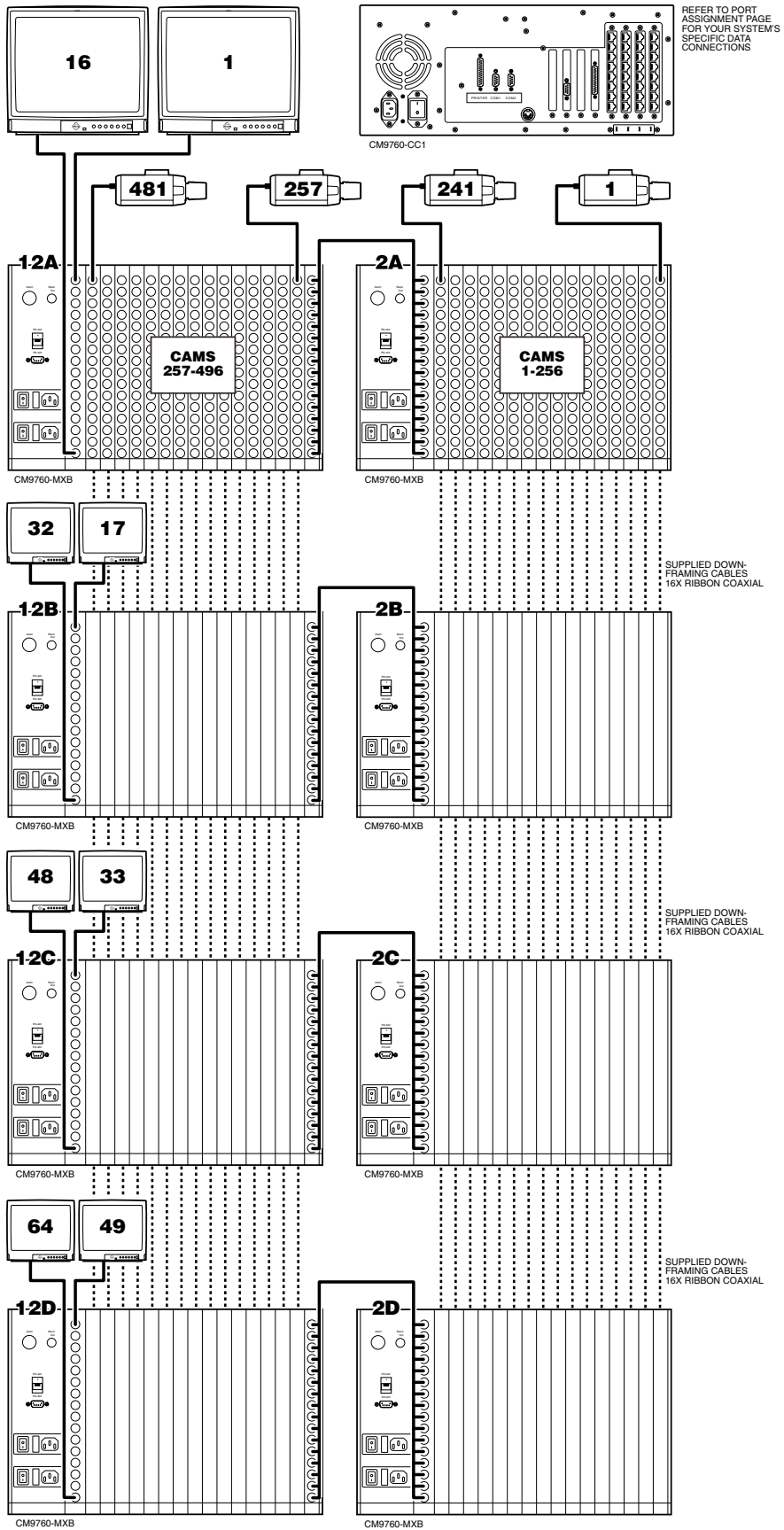


Figure 25. 496 X 64

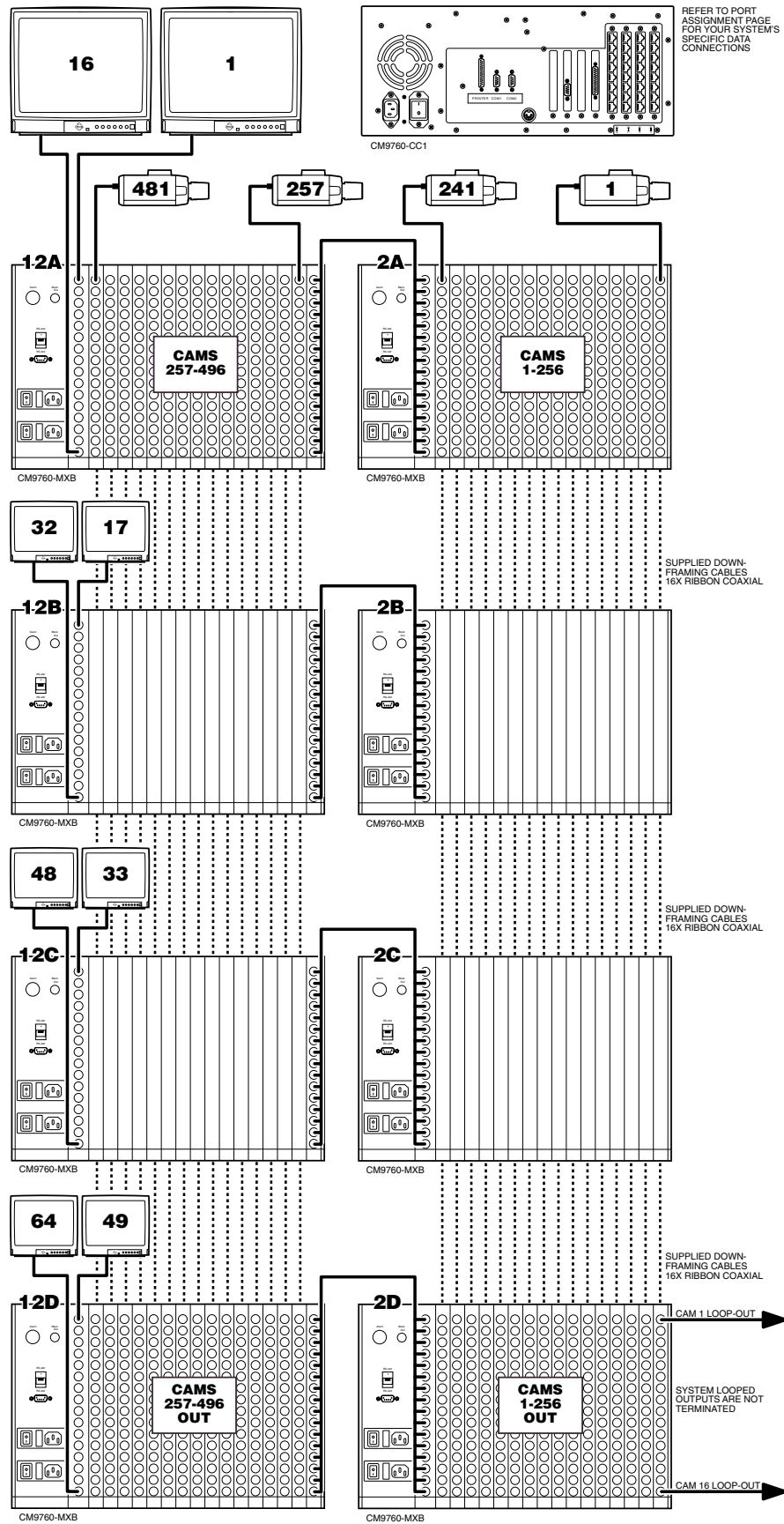


Figure 26. 496 X 64 Looping

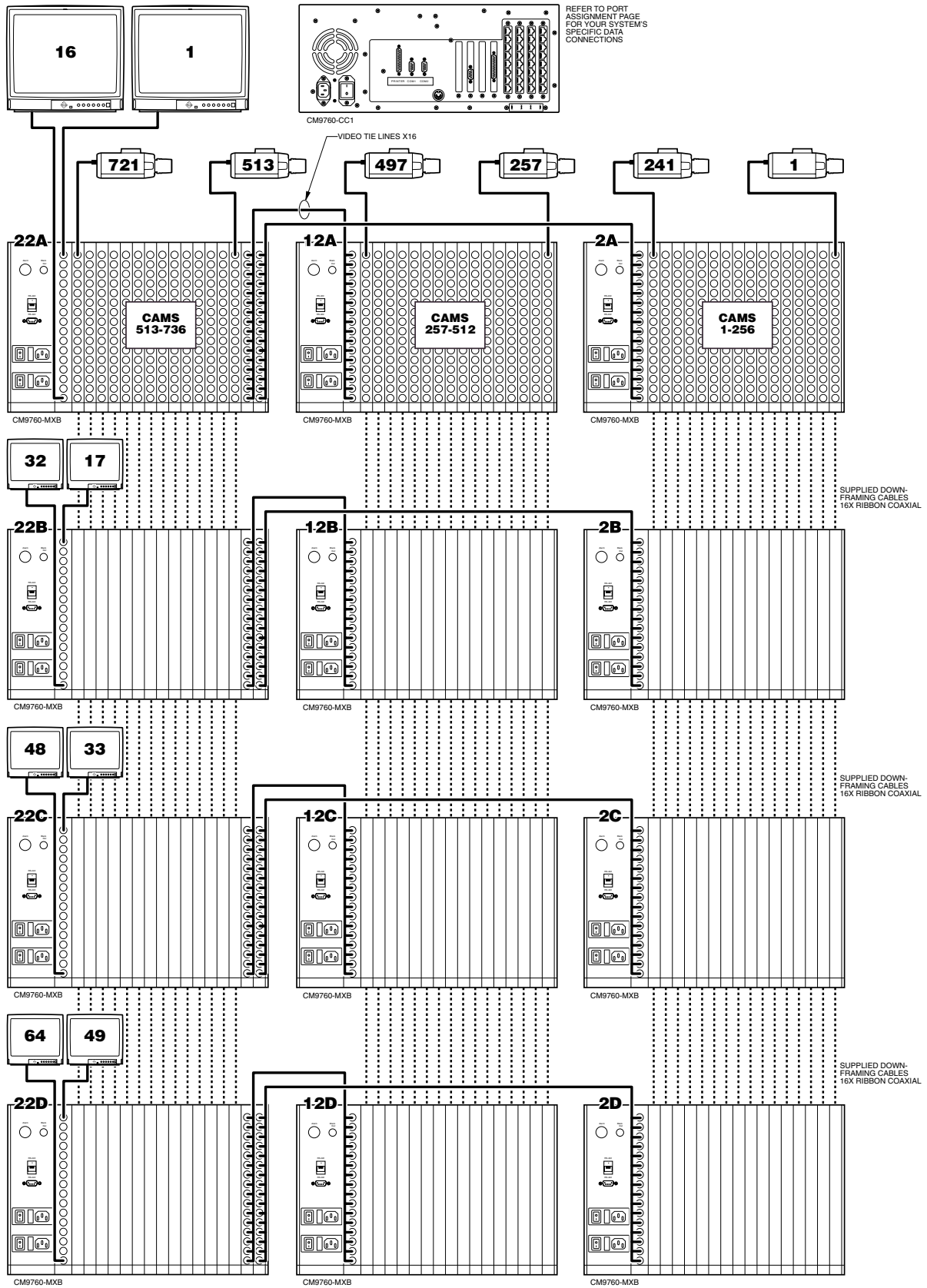


Figure 27. 736 X 64

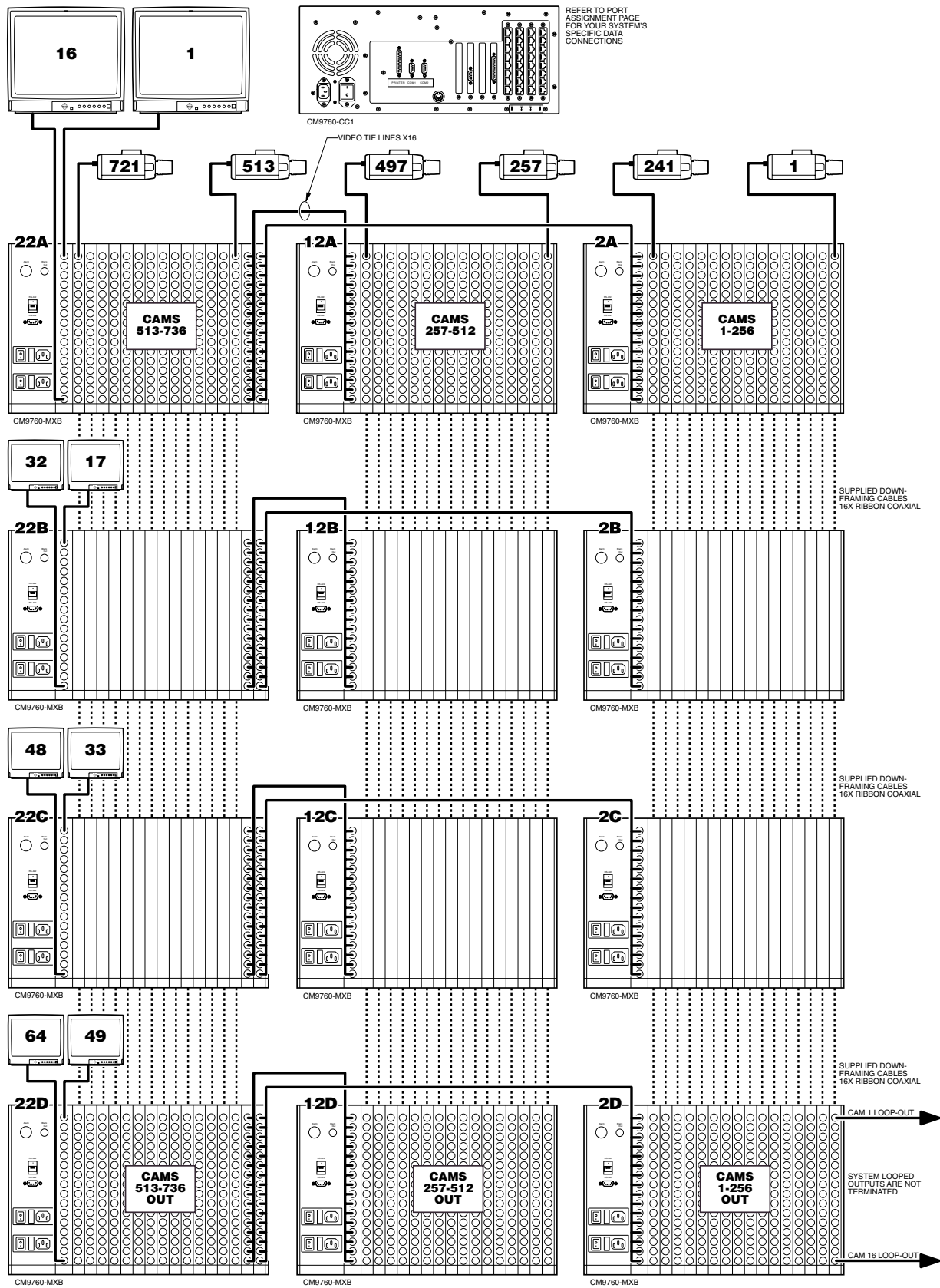


Figure 28. 736 X 64 Looping

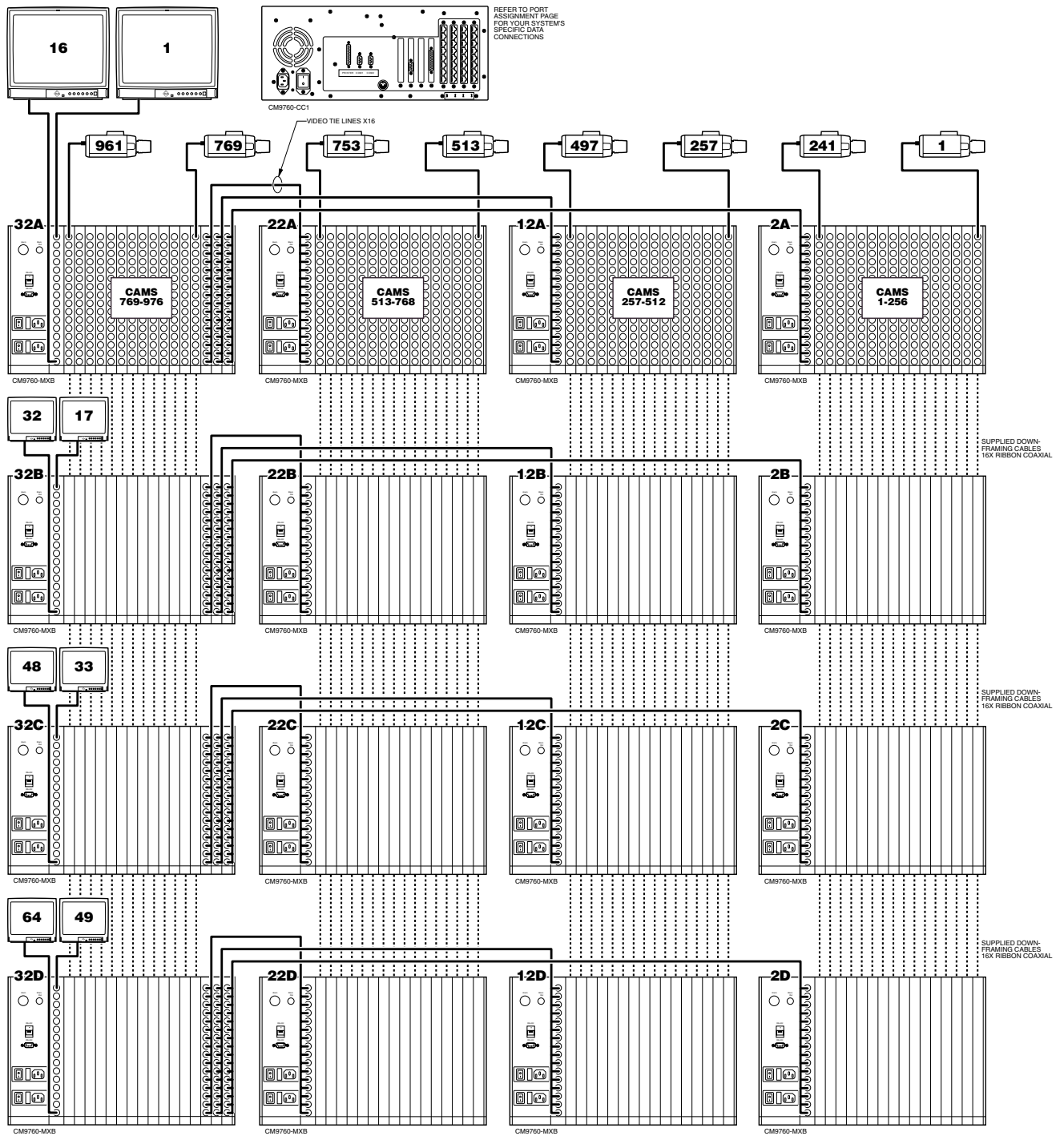


Figure 29. 976 X 64

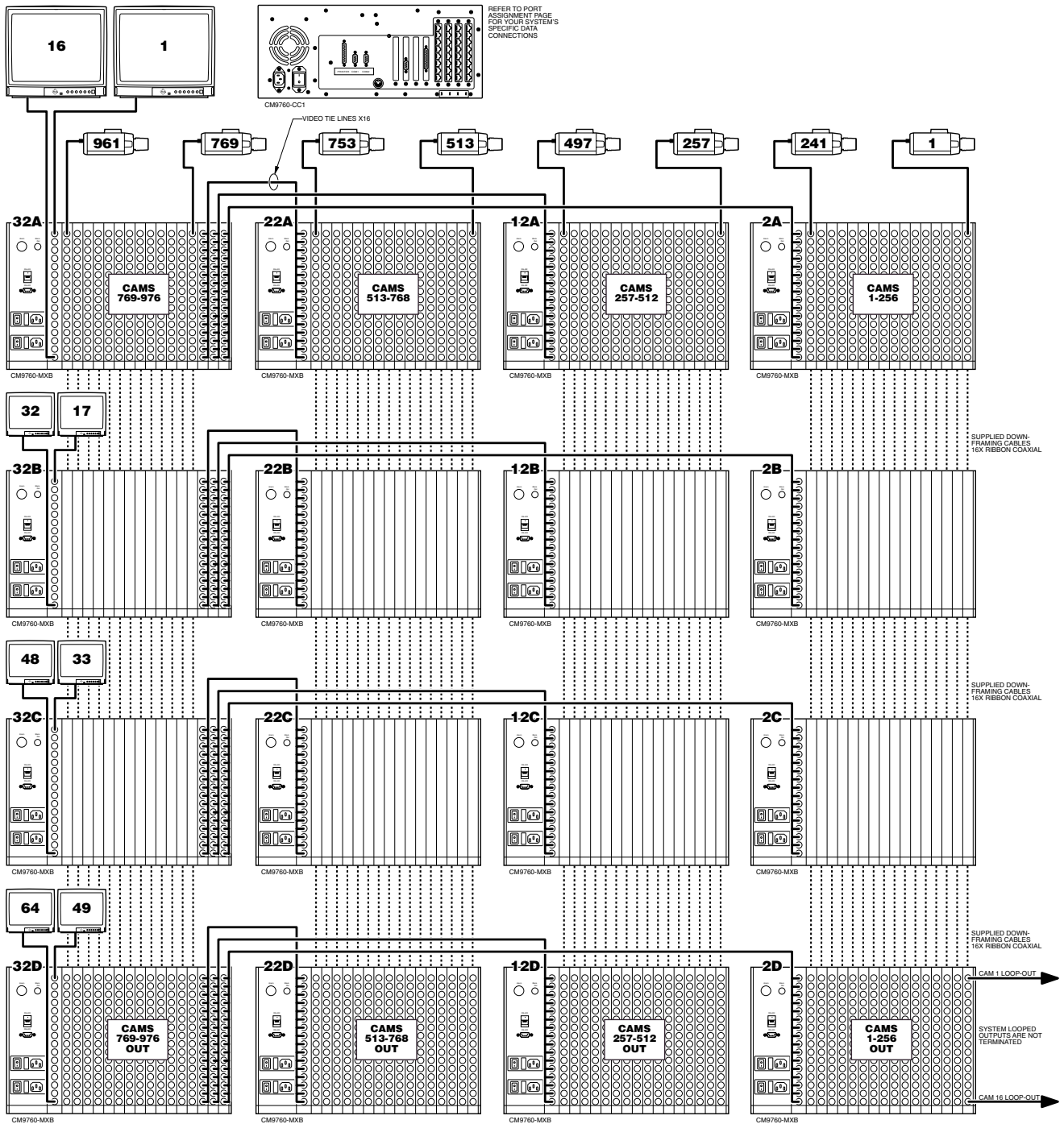


Figure 30. 976 X 64 Looping

NOTES

WARRANTY AND RETURN INFORMATION

WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of one year after the date of shipment. Exceptions to this warranty are as noted below:

- Three years on Genex™ Series (multiplexers, server, and keyboard).
- Two years on all standard motorized and fixed focal length lenses.
- Two years on Espri™, Legacy®, Intercept®, PV1000 Series, CM6700/CM8500/CM9500/CM9750/CM9760 Matrix, Spectra®, DF5 Series and DF8 Fixed Dome products.
- Two years on WW5700 series window wiper (excluding wiper blades).
- Two years on cameras.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Ship freight prepaid to: Pelco
300 West Pontiac Way
Clovis, CA 93612-5699

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair). Goods returned for repair or credit should be clearly identified with the assigned CA/RA number and freight should be prepaid. All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

Ship freight prepaid to: Pelco
300 West Pontiac Way
Clovis, CA 93612-5699

REVISION HISTORY

Manual #	Date	Comments
C1503M	11/99	Original version.